

Jan. 30

1997 C.2

THE VCC COMMUNITY INTERNAL NEWSLETTER

Connections

VANCOUVER
COMMUNITY
COLLEGE



Vancouver Community College
King Edward Campus - Library
P.O. Box 24620, Station F
Vancouver, B.C. V5N 5T9

Inside

3

Lend a hand, as well as your enthusiasm: VCC Graduation is coming, and volunteers are needed.

4

Benefit from customer service tips from the experts: some dos and don'ts.

5

Spend your lunch time learning: upcoming Brown Bag Lunches from HRD.

6

From listening skills to E-mail: interesting stats and facts.

Top jazz talent coming to VCC for free concerts

On Monday, February 3, in the KEC Auditorium, the VCC Music Department will present a concert of some of Vancouver's finest professional jazz talent. This concert is the first in the four-part "Musician's Performance Trust Fund" concert series, made possible through the generous support of Vancouver Community College, the King Edward Student's Association and the Vancouver Musician's Union. The concert will take place at 1:00 pm in the King Edward Campus auditorium. Admission is free and everyone is welcome.

The February 3 performance will feature the Joe Magnarelli Quartet featuring Rudy Petschauer (drums), Russell Botten (bass), VCC instructor Alan Matheson (piano) and Joe Magnarelli on trumpet.

"Concerts enrich the cultural life of the community and certainly, from the music program's point of view, these opportunities enhance the full development of our students," comments David Branter, VCC Music Department head.

Biographical "Who's Who"

Trumpeter **Joe Magnarelli** is internationally recognized as one of the new young voices in jazz. In reviewing "Why Not," Joe's new release on Criss Cross records, the LA times said, "An excellent recording . . . There's no question this is a fine debut."

Joe has worked with many renowned orchestras and combos, including the Lionel Hampton Orchestra and Buddy Rich Orchestra and can be heard these days working in New York City jazz clubs as a sideman or with the Maria Schneider Monday Night Orchestra. In 1990, Joe was a semifinalist in the Thelonious Monk Jazz Trumpet Competition.

Rudy Petschauer became intrigued by jazz when his drum teacher encouraged him to play along with Miles Davis recordings. Before relocating to New York City in 1985, Joe was a member of Fraser MacPherson's quartet and the drummer of choice for such visiting jazz greats as Joe Pass, Herb Ellis and Tal Farlow. He was also a regular member of pianist Renee Rosnes' trio.

After moving to New York, Rudy played at such famous jazz venues as The Village Gate, The Blue Note and Fat Tuesday's. In 1986, organist Jack McDuff hired Rudy as the drummer for his quintet.

In 1992, Rudy was a finalist in the Thelonious Monk Drum Competition. From 1993 to 1994, he toured the world as a member of the famed Glenn Miller Orchestra.

Alan Matheson is a trumpeter, pianist, composer and arranger as well as a mem-

continued on page 2

Body image and eating disorders educational public seminars

For anyone, including instructors and parents, who has ever had a concern about eating disorders, weight loss and health, body image or diet gimmicks

Monday February 3, 7:00-9:00 pm

- Sponsored by Touchstone Family Association, Richmond.
- For more info contact: Linda Kelsall-Evans 279-5599

Thursday February 6, 6:00-8:00 pm

- Sponsored by the YWCA
- For more info contact: Simone Longpre 895-5777

Tuesday February 18, 7:00-9:00 pm

- Douglas College, David Lam Campus (Sponsored by Coquitlam Women's Health Collective)
- For more info contact: Marilyn Wilson 597-7128

In these sessions, participants explore the following subjects:

- overview of body fat patterning, genetics, health trends, fat prejudice and eating disorders
- preventing eating disorders in children
- body image and self-esteem
- how parenting AND teaching styles can contribute to eating disorders
- ways women and girls can feel really good about themselves WITHOUT becoming thin
- confronting emotional pain
- self-esteem for people of all sizes

submitted by Joy Cohen

Jazz talent (continued)

ber of the jazz quintet Fifth Avenue, 1989 winners of the Alcan National Jazz Competition. Recently, Alan led the CBC Vancouver Jazz Orchestra in a tribute to Paul Whiteman on "West Coast Performance."

An active freelance musician, Alan works with a variety of groups ranging from his own jazz septet and big band to the Vancouver Symphony and Victoria Opera Orchestra. His jazz septet has appeared on the CBC's "Hot Air" and "Jazz Beat" programs.

Alan is also an instructor of the trumpet at UBC and teaches jazz history, piano, trumpet and jazz ensemble at VCC.

Bassist **Russell Botton** started piano lessons at the age of seven and then saxophone before taking up the bass, which he has played professionally since 1974.

Russell has recorded and/or performed with such jazz luminaries as Diana Krall, Herb Ellis, Charlie Byrd, Louise Rose and Johnny Mathis. His recent credits include bassist with Densil Pinnock in the musi-

Student robbed on Broadway after withdrawing cash from KEC bank machine

On January 13, shortly after using the bank machine at KEC, a student was robbed at knife point while she walked along Broadway towards Clark. The student said the suspect was sitting watching her while she withdrew cash from the bank machine.

The suspect is described as a white male approximately 5' 10", 20-25 years old with a stocky build and brown hair. He was wearing a grey-brown jean jacket and carrying a black bag.

Concerts enrich the cultural life of the community . . . these opportunities enhance the full development of our students.

*-David Branter,
Music Department Head*

cal "Unforgettable - The Music of Nat King Cole."

Russell is active not only as a bassist, but also as a teacher and music workshop clinician.

The next concerts in the series will take place on February 24 (piano duo Sylvie Beaudoin and Steven Smith), March 3 (solo percussionist Sal Ferreras) and March 10 (Alan Rinehart Guitar Quartet).

If you see any suspicious persons, immediately report them to campus security using a help phone or local 4444.

The Vancouver Police recommend that if you are robbed do not resist - do exactly what the robber says.

If you would like more information on personal safety and security please call Steve Traviss at local 8603.

VCC Graduation

You're invited

Winter graduation ceremonies will take place at VCC on February 19 and 20, 1997 in the King Edward Campus Auditorium, and you're invited!

The graduation committee is seeking out enthusiastic faculty and staff who would like to extend their support to students on this special occasion. A light reception in the Faculty/Staff Lounge follows each ceremony.

A variety of positions are still available for each of the ceremonies, from assisting as ushers in the auditorium, helping students register and gown, or marshalling students to the ceremony.

**Wednesday, February 19, 6:30 pm:
Applied Arts and Technology:**

- Computer Aided Design Drafting (CADD) Technology 1 (Autocad)
- Automotive Collision Repair Technician
- Automotive Technician
- Graphic Arts and Printing Production

Academic, Adult Basic Education, Adult Special Education and ESL:

- Adult Basic Education Provincial Diploma
- Employment and Educational Access for Women

**Wednesday, February 19, 1997, 8:00 pm:
Health Sciences:**

- Dental Reception
- Dental Technician
- Medical Laboratory Assistant
- Practical Nursing
- Resident Care Attendant
- Caring for Persons with Dementia

Business and Computer Applications:

- Accounting
- Administrative Office Assistant
- Business Education Preparation

- Computer Applications Support Specialist
- Electronics Technician
- Legal Secretary

**Thursday, February 20, 6:30 pm:
Tourism, Hospitality and Service Programs:**

- Baking and Pastry Arts
- Culinary Arts
- Esthetics
- Hairstyling
- Sausage Making and Smoked Meats
- Travel Agent

If you would like to volunteer, please contact Sandra Bishop in College Advancement, 7538, before February 12.

Taking the train?

West Coast Express has invited VCC to participate in the rail company's Employers Program and HomeRun Daytime Travel Insurance Program.

There is a \$15 charge per employee to join, and each employee receives:

- 30% off the one way fare structure for a West Coast Express 28 day pass
- one month's complimentary parking at WCE park and ride lot
- full transferability onto all transit services
- option to purchase HomeRun (cost \$25)*

*Free emergency taxi service home between 7:00 and 3:30 pm, up to three times a year.

This offer is open to all interested employers registering 10 or more 28 day pass holder employees.

If you are interested in participating in this program, contact Vivienne Garrott at 871-7159.

VCC web site under construction

VCC is currently working on a pilot web site. The site will initially contain existing VCC material (e.g. CE Calendar, mini-calendar, etc.). The pilot web server is planned to be deployed in February. An official announcement will be made when the site is available for viewing. After the pilot is complete, various other features and material will be added to the web site.

Keep watch in upcoming Connections for further updates and announcements!

The next issue of VCC Connections will be published February 13. The deadline for submissions is February 6.

1997 issues:

- February 13, 27
- March 13, 27
- April 10, 24
- May 8, 22
- June 5*
- July 10*
- August 7*
- September 4, 18
- October 2, 16, 30
- November 13, 27
- December 11

The deadline for copy and submissions is one week prior to the dates listed.

**Subject to change*

Thanks for your submissions... see you next issue!

announcements

One-day Library closure

The Libraries at City Centre and King Edward Campuses will be closed on **Thursday, February 13** for staff training.

If you have booked videos for pick-up that day, please come in the day before to pick them up. You can still return books and videos in the return deposit.

We regret any inconvenience this one-day closure may cause, and look forward to seeing you when we re-open at 9:00 on Friday, February 14.

Please mark your calendar...

May 23, 1997 is the date for the *Spring Scholarship Awards Ceremonies*. One ceremony will be held at 9:30 a.m., the other at 1:30 p.m. Both ceremonies will be held in the KEC Auditorium. Everyone is invited to share in the achievements of our students. Further details to come.

Jackie Sandy

Practical Nursing announcement

Dianne Westwood, Department Head of Practical Nursing, will be on leave from the beginning of February to the end of August, 1997. Leona Friesen will take the position of Acting Department Head during Dianne's absence.

New Books at KEC Library

- Aboriginal Self-Government in Canada
- Contemporary Chinese Women Writers
- Emotional Intelligence
- Hook up, Get Hired! the Internet Job Search Revolution
- Business in the Canadian Environment
- In her Own Right: Selected Essays on Women's History in B.C.
- Investment Strategies: How to Create Your Own and Make it Work for You
- Language Anxiety: from Theory and Research to Classroom Implications

- Simone de Beauvoir and Jean-Paul Sartre: the Remaking of a ...
- B.C. Directories' Greater Vancouver Criss Cross - 1996

New video at the KEC Library

The Joy of Stress video is now available in the KEC Library.

Karen Kelly,
Human Resource Development

Wellness phone number change

The new phone number for Grace Shaw (Wellness Committee at KEC) is 7289. Call in the afternoon with name, phone number, address and department of any VCCFA colleague who is ill.

Grace Shaw

Customer Service

Don't let this happen to you

Sometimes, the most costly customer service mistakes can happen in only four to six seconds upon meeting a new contact. Here are five forbidden phrases you don't want to use when talking to a customer [or other contact, such as a student -Ed.]:

- **Forbidden Phrase #1: I don't know.** There is no need to ever utter these words. If you don't know, find out. Usually, there isn't a thing you can't find out, outside of sensitive and financial information. *Instead, say:* "Gee, that's a good question. Let me check and find out."
- **Forbidden Phrase #2: We can't do that.** This one is guaranteed to get your contact's blood boiling. *Instead, say:* "Boy, that's a tough one. Let's see what we can do." Then find an alternative solution.
- **Forbidden Phrase #3: You'll have to.** Wrong. The only thing that a caller has to do is die and pay taxes. *Instead:* Use

1997 Board Meeting dates

All meetings take place at 5:00 pm, fourth Thursday of the month, except July, when no meeting will be held.

King Edward Campus, Room 5025:
January 30, February 27, April 24, May 22, October 23, November 27
City Centre Campus, Room 240:
March 27, June 26, August 28, September 25, December 11*

*pending Board approval

phrases such as "You'll need to" or "Here's how we can help with that" or "The next time that happens, here's what you can do."

- **Forbidden Phrase #4: Hang on a second, I'll be right back.** If you've ever said that to a caller, you've lied. Not a big lie, but nevertheless an unnecessary lie. *Instead:* Watch what happens when you tell the truth: "It may take me two or three minutes to get that information. Are you able to hold while I check?"
- **Forbidden Phrase #5: "No" at the beginning of a sentence.** The word "no" is useless and conveys total rejection. Most sentences are grammatically correct without the word. *Instead:* Turn every answer into a positive response. "We aren't able to refund your money, but we can replace the product at no charge."

from The Telephone Doctor

Brown bag lunches

Bring your lunch and enjoy a learning event. All sessions are from 12:05 p.m. to 12:55 p.m. on **WEDNESDAYS** unless otherwise shown. No registration needed unless otherwise stated.

The Learning Centre: how can it help my students?

An opportunity to discuss how the Learning Centre can help your students. A chance to look at ways for departments and instructors to co-operate in promoting the success of students.

- Thursday, February 6
- Room #2142, KEC
- Facilitator: Lyn Lennig

What's new at VCC: Media Services

With Langara behind us, what are the changes within the Media Services Department? Malcolm will explain the functions and the improvements that have been implemented.

- KEC: February 12, Room 2142
- CC: February 19, Room 224*
- Facilitator: Malcolm McIntosh

Critical incidents in teaching, part I

View a videotape of a series of critical incidents in teaching with your colleagues and then discuss what the instructor should do in each case. There are no right answers to these incidents. This will help you consider alternative solutions to problems that come up in the college classroom.

- KEC: February 19, Room 2142
- CC: February 12, Room 202**
- Facilitator: Kristina Knowles

What's new at VCC: Banner

Dana will explain the newly implemented on-line Banner system.

- KEC: February 26, Room TBA
- CC: March 5, Room TBA
- Facilitator: Dana Merritt

International Education opportunities

This session will provide you with an update of VCC activity in International Education. You will hear about the many exciting projects we are presently involved with in China, Poland, Russia, and many other countries, as well as possibilities in future international assignments for instructors.

- KEC: March 5, Room 2142
- CC: February 26, Room 202**
- Facilitator: Fred Wuhrer

Enhance your teaching using computers to produce visual aids

- KEC: March 12, Room 2142
- CC: March 19, Room #224*
- Facilitator: Malcolm McIntosh

Lunch with John Cruickshank

John will be talking about topics of interest to everyone at VCC. Please bring your lunch and your questions and ideas.

- KEC: March 19, Room 2142
- CC: March 26, Room 202**
- Facilitator: John Cruickshank

What's new at VCC: Educational Foundation

- KEC: March 26, Room 2142
- CC: April 2, Room 202**
- Facilitator: Lilli Milder

Introduction to the Internet (registration required)

Learn the basics of using the internet in this two hour session. Longer classes will be held for those who are interested in advanced search techniques and techniques

you can use in helping your students use the internet for assignments. **Phone Bob in Program Development at 7505 to sign up for this workshop** or to put your name on a waitlist for advanced workshops.

- KEC: April 2, 12:00 noon - 2:00 pm, Room TBA
- CC: March 12, 12:00 noon - 2:00 pm, Room TBA
- Facilitator: Paul Hunt

Video: Humour Your Stress (Part II)

Enjoy your lunch while watching this video. You will laugh your heart out.

- KEC: April 9, Room 2142
- CC: April 16, Room 202**
- Facilitator: Karen Kelly

Relaxation techniques

Are you stressed out? Tired? Tense? Join us for this one hour relaxation workshop.

- KEC: April 23, Room 2142
- CC: April 30, Room 202**
- Facilitator: Joy Cohen

Critical incidents in teaching - Part II

In this series of video vignettes, you will have the opportunity to discuss with colleagues the possible answers to several ethical dilemmas. These short vignettes deal with topics such as marking standards, intimidation by students, racial discrimination etc.

- KEC: April 30, Room 2142
- CC: April 23, Room 202**
- Facilitator: Dale Dorn

*CC Media Services **CC Student Association

PUBLICATION SCHEDULE

- Published Thursdays
- Bi-weekly January-May and September-November
- Monthly June, July, August and December

Produced by the College Advancement Department,
Vancouver Community College



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classifieds

EMPLOYMENT OPPORTUNITIES

Instructor - Retail Meat Processing Department. Closing date: February 4, 1997.

CONDO FOR SALE

A gardener's dream, and only a ten-minute walk from KEC:

two-bedroom condo on the ground floor of a five-year old building. In great shape, recently painted, corner suite. Comes with a huge (1,000 sq. ft), wrap-around garden with lots of plant material and a lawn. Great for entertaining! Gas fireplace, wall-to-wall carpeting, dishwasher, one and a half baths, insuite laundry, parking. Children and pets welcome. Excellent property manager. At E. 4th and Woodland, a ten-minute walk from KEC, seven minutes to Broadway Skytrain station. **For more information phone 871-7152.**

MISC. ITEMS FOR SALE

Here's your chance to buy that swivel hairdressing chair you've always wanted for the basement rec room.

These items are available for sale until February 7, 4:00 pm after which time they will be disposed of by the Facilities department.

Items obtained by VCC departments will be free of charge.

- one four drawer desk
- one round table
- 11- swivel hairdressing chairs (hydraulic type)
- 6- reclining hairdressing chairs (shampoo basin type)
- 4- tablet chairs with fold down top
- 2- two small vertical filing cabinets
- 3- four drawer vertical filing cabinets
- 1- orange chair
- 2- 2ftx3ft table
- 1- magazine stand 5ft tall by 3ft wide

- 3- arm office chairs (brown)
- 1- orange vinyl steno chair

For information and price of any item you wish please contact Facilities at local 8319, City Centre Campus.

Trivia break...

Computers

Buying criteria among users of portable computers are weight (35%), speed (19%) and battery life (16%). Trailing was price (6%).

An Executive's Guide to Sales and Marketing Technology

Internet

"A strong understanding of the Internet" will be key to getting ahead by year 2001, according to three-quarters of 150 executives responding to a survey.

Robert Half International

Listening Skills

Within 60 seconds of listening to a conversation people tend to forget one-half of what they heard.

Sales and Marketing Executive Report

EDITOR, DESIGN AND LAYOUT

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KEC: Sue Devison, Administration

Produced by the College Advancement Department
Lilli Milder, Executive Director

Please recycle this newsletter

1997 PUBLICATION SCHEDULE

January 16 and 30
February 13 and 27
March 13 and 27
April 10 and 24

Please provide your article through email, the I:\common\connect directory or on a PC disk with hardcopy. Your submissions are welcome, but please be aware that space limitations may prevent publication. Material may be edited for clarity and length. Deadline for submissions is Thursday of the week prior to publication.

MARKETIPS!

USEFUL TIPS AND INFORMATION FOR THE VCC COMMUNITY

Marketips is a bi-monthly information sheet designed to share ideas to help each of us increase awareness about Vancouver Community College's unique programs and services. If you have an idea or tip you'd like to contribute, please contact The Editor at 7538 or fax 7200.

Developing a cohesive image

Upon recommendation of the Marketing Advisory Committee, Operations Council recently endorsed a plan to retain Dome Advertising BC Ltd as consultants to the College. Beginning this year, Dome will be working with Continuing Education and College Advancement to create a cohesive campaign designed to enhance VCC's visibility and deliver its message while maximizing the advertising dollar.

A big order, but not a big price tag! As reported earlier this month in **Connections**, Dome's expert advice will be contracted on a fee-for-service basis with funding provided from current budgets by reallocating existing resources.

Introducing the faces behind the image-making

Corporate Strategies Group President **Stephen Crombie** brings to Dome Advertising his many years of experience in the educational field. A specialist in media relations and public affairs, Crombie joined Corporate Strategies, a partner of Dome, last year, directly from the

management team of the University of British Columbia.

"Stephen's understanding of the needs and resources of educational institutions will be of great benefit to the College," comments Lilli Milder, Executive Director, College Advancement. "This is a very exciting opportunity for VCC."

Dome Advertising's current and past clients include Concord Pacific, MacMillan Bloedel, Mazda Canada Inc, General Motors Place, UBC, Vancouver Aquarium, and BC Gas.

Charlie Mayrs, President and Creative Director, was the man who positioned BC Gas. "Naturally." Mayrs was also responsible for major advertising launches such as Expo 86 and The Province tabloid newspaper. His off-season value campaigns on behalf of Vancouver hotels, airlines and attractions have been one of the big success stories of Tourism Vancouver.

Did you know...

Tourism industry generates millions of jobs

Through direct and indirect impact on other economic activities, tourism now generates 1.9 million jobs in Canada.

- *The Province*

Hi-tech jobs outnumber all the rest

More people are employed in the computer industry than in the auto manufacturing, auto parts, steel, mining, petroleum and natural gas industries put together.

- *Shifting Gears: Thriving in the New Economy*

Conservation is paying off

In 1996, one million fish were caught commercially but, in 1997 that number is expected to jump by 14 or 15 times. Forecasts are not so optimistic for mining and forestry industries.

- *Business in Vancouver*



Reaching Canadian journalists

In its continued effort to raise VCC's profile, the College is now listed in **Sources**, a leading directory produced for Canadian journalists. **Sources** is circulated to the Vancouver Sun, The Globe and Mail, Maclean's, Chatelaine and

many other local and national news organizations free of charge. The publication helps journalists research contacts through a subject index or organization listing. Subjects range from ecofeminism to education to microtechnology.

As a reference tool for the media, VCC's listing in **Sources** appears under nearly eighty subjects relating to education. The listing which appears both in print and on the Internet is part of a communication strategy to increase media coverage. Visit **Sources** on the World Wide Web at <http://www.sources.com>.

Newsmakers

Culinary Arts students at City Centre were featured in a photo opportunity with **The West End/Kitsilano News** community newspaper December 24. Helped along by the organizational talents and generosity of Gabriel Ferron, Department Head, students got a crash course in the holiday spirit as they prepared more than 100 turkeys and trimmings for a variety of lower mainland charities hosting Christmas dinners.



Thanks to the hard work of **VCC Awards Ceremonies** organizers Lorna Higgins, Student Services, Jane Westhauser, Educational Foundation, and Jackie Sandy, Dean of Student Services, a variety of students were spotlighted in publications throughout lower mainland communities.

Diesel technician graduate Michael Ponech was featured in the **Vancouver Sun's Business Section** Kudos column on December 9 for his outstanding achievements. Ponech received two scholarships, the Finning Ltd Award for excellence and the Lieutenant-Governor's Silver Medal for his perfect attendance, perfect attitude and almost

perfect 3.93 grade point average. **ESL student Zeljko Tomic's** inspirational story made headlines in the **Burnaby Now** on December 8, 1996 and in **Prospect's** weekly edition December 21-January 3, 1997. After only one year in Canada, Tomic, a citizen of the former Yugoslavia, received the Jean Benetti Award for his hard work and dedication in his English studies.



VCC joined BCIT and SFU as the subject of interest in two **Vancouver Sun** articles November 25th and 28th linking these institutions to the opening of BCIT's downtown campus and the resulting revitalization of the area. "The three institutions are not only transforming the area. They're changing the face of post-secondary education itself, making it more accessible in every sense for thousands of downtown residents and office workers for whom the main SFU and University of BC campuses are awkwardly out of reach."



Vancouver Sun columnist Pete McMartin described **ESL outreach** student Violeta Ucrainet's accomplishments in negotiating the mysteries of Scottish fashion in

English as nothing short of a miracle in his feature story November 27, 1996. In celebration of St. Andrew's Day the article explained ESL instructors' Arlene Howard and Riina Tamm innovative teaching methods which got their students up to their elbows in Scottish culture and tradition. The article read: "They listened with bemused astonishment to a piper who played the bagpipes for them. They sang *Auld Lang Syne*."

From the editor...



College Advancement would like to thank all of the students, faculty and staff who have called us with story ideas or participated in interviews for your eagerness to integrate College Advancement into our daily campus life. If you've had your 15 minutes of fame and we've missed it, or you have an idea or submission for Marketips, please call *The Editor* at 871-7538 or fax 871-7200.

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Produced by the College Advancement Department

Sandra Bishop, Editor

Dale Rasmussen, Design and Layout

Lilli Milder, Executive Director

