

Mar. 13

1997

THE VCC COMMUNITY INTERNAL NEWS



COMMUNITY
COLLEGE



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

Connections

Inside

2

Your opinions have been tabulated: here are the results of the Staff Survey.

Honoured for a labour of love: Culinary Arts instructor recognized by his peers.

3

It's the Big Picture that counts: how Media Services created a new display.

4

More accolades for Culinary Arts: VCC apprentice wins Black Box competition.

5

Cheque it out: Cheryl Silver wins this month's 50/50 draw.

9

Moving mountains to tackle an epidemic: measles clinics a big success.

Nominations to the Board of Governors and Education Council

Board of Governors

- Student, City Centre Campus: Shariq Karim
- Student, King Edward Campus: Frank Hu, Maria Luisa Ascencio, Brenda Lee Giles

Education Council

Faculty (by Division):

- ABE/ASE: Rene Merkel
- Applied Arts and Technology Programs: Jim Davies
- Business and Computer Applications Programs: Rhyon Caldwell, Paul Hunt
- Counselling: Malcolm Cant, Ian Forsyth
- ESL: Pat Kennedy
- Health Programs: Susanne Sunell
- Hospitality, Tourism and Services Programs: Sam Lewindon
- Library: Brenda Appleton
- CC at large: No nominations received
- KEC at large: Frank Fornelli

Staff:

- City Centre Campus: Dana Fister, Raj Kapoor
- King Edward Campus: No nominations received

Students:

- City Centre Campus: No nominations received
- King Edward Campus: Frank Hu, Maria Luisa Ascencio, Murrey Rabinovitch

Who can vote?

To vote for a candidate, students must be registered and staff and faculty must be employed as of Feb. 7, 1997. Anyone unsure of their status should check with the Registrar's Office prior to voting.

Campaign period

Campaigning will take place Monday, March 10 to Friday, March 14 inclusive. Campaign materials must be removed from public display by 10:00 pm on Mar. 14.

Voting

Voting will take place at the City Centre Registrar's Office, KEC Registrar's Office, Canadiana Centre and KEC North on Thursday, March 20 and Monday, March 24.

**Exercise your rights:
get out and vote**

**Next Connections:
March 27**

**Thanks for your
submissions!**

Culinary Arts instructor honoured

On February 15, VCC Culinary Arts Instructor **Harald Bonkowski** was recognized for his outstanding contributions to the training of apprentice cooks and was awarded the 1997 British Columbia Chefs' Association's Citation of the Year at their 39th Annual President's Ball held at the luxurious Canadian Pacific Waterfront Centre Hotel.

An instructor at VCC for over seven years, Harald has spent the majority of his time and efforts sharing his remarkable skills and extensive knowledge with the enthusiastic young students of cookery enrolled in the B.C. Apprenticeship Program.

Upon graciously accepting his award, Harald stated that it was indeed a pleasure to be rewarded for doing something that he enjoyed so much. His latest project involves managing and coaching the team of talented young apprentice cooks that will represent VCC and British Columbia at "A Taste of Canada 97" in Toronto. The event, hosted by George Brown College, will see as many as 30 teams from across Canada and around the world compete for top honours at this, the world's largest culinary competition for apprentice cooks and patissiers.

Let's all join in offering our congratulations to Harald for his latest worthwhile accomplishment and wish him and his team success in their Ontario adventure.

Settimio Sicoli

Staff survey results

In the fall of 1996, we asked VCC employees for their opinions on several diverse workload and leave programs. The survey was given to encourage open discussion about possible options for employees. These options are not meant to provide an alternative for the existing early retirement plan. VCC employees of all ages and employee groups received the survey and about 40% (336) responded. Here is a brief summary of their opinions.

Partial retirement

About half (49%) of those responding would consider a partial retirement; a program where employees 55 and older retire, take a reduced pension, and then return to a partial workload at the college. However, only 19% of all survey respondents would be eligible for this program during the next three years. Of those eligible, 60% expressed an interest.

Early leave

Forty-three percent of employees would consider an early leave; a one-time payout for those who voluntarily leave. This option was most favourably received by those approaching 55 and least favourably by those over 55.

Reduced workload and job sharing

At least two-thirds (67%) of all employees surveyed would consider either a reduced workload or a job sharing program, although about 15% of those felt neither would be workable within the next three years. When considering these programs, employees expressed concerns about their pensions, seniority and benefits.

Assisted alternate career

Over two-thirds (70%) of Staff and Administrators would consider a career move supported by the college. Faculty members were less likely to consider an assisted alternate career (50%).

Temporary outplacement and fixed-term leave of absence

Temporary Outplacement and a Fixed-Term Leave of Absence were the two programs most likely to be considered by VCC employees. Staff and Faculty favour a Leave of Absence over Outplacement while the reverse is true for Administrators.

Overall

VCC employees seem willing to consider a number of options rather than just one or two. 64% of all those surveyed were willing to consider four or more programs, 12% would consider all of them, and only 7% said they would not consider any.

The survey results and comments can be found in the reference section in each of the campus libraries.

Next Steps

John Cruickshank has asked for employee representatives to work on a new, optional, employee workload and leave plan that will meet the needs of employees and the college. Our goal is to have a working plan available for discussion in the next budget year (1998/99).

Thanks again to those who took the time to voice their opinion.

Dan Cram, Institutional Research Officer

Media Services, the Music Department and The Big Picture!!

photo by Media Services

VCC Media Services pushed the technical and creative envelope recently in creating a new graphic display for the Music Department. The display, measuring 40 square feet, was produced by using digital as well as traditional graphic production techniques.

After initial discussions with the Music Department, Lauch McKenzie, Zoro Mihajlovic and Bob Altwein developed and executed a concept and design that was eventually approved for production. With

guidelines provided by Key Colour, the final output service provider, the computer file began to take shape. Digitally enhanced photos from live performances and studio shoots were combined with computer generated designs, illustrations and text onto a colour gradient background. A companion brochure using similar graphic elements was also produced to complement the display.

The individual elements for the production were scanned into or constructed



From left:
Lauch McKenzie
and Zoro Mihajlovic
with the finished
display graphic
used as a
backdrop by the
Music Department at
a recent conference.

using Adobe Photoshop and Adobe Illustrator programs on Macintosh 7200 computers outfitted with 64 Mb of RAM. 800Megs of hard disc space was required to store the information.

The finished 160Mb file was transported on a hard drive to Key Colour for output on their "CACTUS" printer. Four strips, approximately 3" x 5" each with a resolution of 72 dpi were produced, laminated and mounted on "SINTRA" board for installation in the display system.

To the credit of Lauch, Zoro and Bob, the project came in on time (with the help of serious negotiations with Key Colour), and under budget. It generated a great deal of excitement and positive feedback both within Media Services and from delegates at the conference. It also represents a giant step forward in our ability to handle graphics projects of this size and complexity.

VCC Media Services

KEC fire drill a smooth operation

Thanks to everyone for their participation during the recent fire drills at KEC, KEC North, KEC West and Canadiana.

Just a few reminders for the next time the fire bells ring:

- when exiting the building, leave by the nearest exit

- fire doors must not be wedged open
- all magnetic hold open and locking devices will release when there is a fire alarm

If you have any questions about the fire procedures for your campus please call Steve Traviss at local 8603.

1997 Board Meeting dates

KEC, Room 5025:

**April 24, May 22, October 23,
November 27**

CC, Room 240:

**March 26, June 26, August 28, Sep-
tember 25, December 11***

***pending Board approval**

Online writing tips

One of the biggest mistakes of writers new to electronic media is to take material written for print and try to "shovel" it onto a screen. It is what BC-based communications consultant Tim Hicks colourfully calls "shovelware".

When writers produce copy for online consumption, they must remember that their words are not carved in stone. They can be changed, reshaped, corrected, and updated. And, in an interactive medium, those words are subject to immediate feedback. Techniques that will help writers include:

Keeping it short. Learn to break stories into short, easy-to-understand sections. Avoid long, linear pieces that require the reader to start at the beginning and read through. Readers need to be able to start in the middle, if that's where their online search tool takes them.

Organizing for the medium. When you organize your material, forgo the traditional story outline in favour of a storyboard technique that provides links and navigational aids.

Feeding those search engines. Consider how search engines look for information. "They find what's at the beginning of your site, and what's at the beginning of the page," says Tim Hicks.

Managing the information. Separate information according to the subaudiences that will read it, and place information for different audiences on different pages. "That way," says Hicks, "no single audience will have to wade through text that isn't of interest to find one or two points that are relevant to them."

Measuring your effectiveness. Build in mechanisms for feedback, and be prepared to act upon it. This is even more important online than it is for other media, because it's the only way you'll know where to spend your time improving your site.

VCC Culinary Arts apprentice wins Black Box competition

VCC's Culinary Arts students continue to shine in high-profile events. Jason Lloyd, an apprentice chef with the program, rose to the top of nine competitors to win the March 8 "Black Box" competition, held at City Centre on March 8.

Jason, who is apprenticing at the Pan Pacific Hotel, will go on to represent BC at the Canadian Federation of Chefs and Cooks National Apprentice Competition on June 4 in Saskatoon.

At 7:00 am, on the morning of the competition, each of the nine competitors was allowed to open the "Black Box." Each box contained four lamb shanks, a pheasant, two whole trout, some black Thai rice, four apples and an assortment of vegetables: pea shoots, cilantro, bean sprouts and two kinds of mushrooms: chanterelles and portabellas.

By 8:00 am contestants had to come up with a four-course menu to serve four people, using the Black Box ingredients. Serving started 12:45, when the first dish on the menu hit the tables.

The Waterfront Hotel's Greg Van Poppel, another VCC apprentice, took second spot in the competition.

Internet Access Lab a milestone for VCC

Through the joint efforts of the Information and Computing Services Department Support Group and the Business and Computer Applications Division, the new Student Internet Access Lab opened on February 21, at City Centre. Michael Lynn, ICS Manager of Systems and Computing and Paul Hunt, Associate Dean for the Division were on hand to officially open the new Lab and demonstrate to visitors its

PS: don't forget the Italian Buffet Extravaganza '97, Friday, March 21. Proceeds go towards financing the Culinary Arts Team's participation in "A Taste of Canada '97," the world's largest and most prestigious culinary competition held exclusively for apprentice cooks and patissiers. (See inset)

A tempting opportunity to support our Culinary Arts team

Italian Buffet Extravaganza '97

Friday, March 21
(Reception at 6:30 pm,
Dinner at 7:30 pm)

City Centre Cafeteria
Only \$30.00 per person

For tickets, call
Suzan Gouin, 443-8488.
Hurry . . . tickets go fast!

capability. City Centre students can now surf the Internet using one of 20 new Netscape-enabled workstations.

"Months of hard work on the part of both the ICS Support Group and Paul Hunt's Division went into the creation of this lab," says Corinne Schollie, Director of ICS. "This marks a milestone for the Division as well as for VCC as a whole. We're extremely excited about this venture."

Real people do win the lottery

Just ask Cheryl Silver, CC Bookstore, this month's winner of the VCC Employee 50/50 draw. "Wow, up until now I thought you guys just pulled phantom names out of the barrel. But this time it's me who won!" laughed Cheryl as she received her cheque for \$566. You too could be a "real winner." Next month's draw is scheduled for April 1 at KEC. For those

of you who are new to the 50/50 it's very easy to participate. Tickets are purchased through a payroll deduction plan. Just sign up once and you're in for the rest of the year. To join in the fun, or to increase your deduction, call Jane at local 7237.



From left:
Jane Westheuser, VCC Educational Foundation
and Cheryl Silver, CC Bookstore Manager,
this month's lucky 50-50 draw winner.

Free massage at City Centre, Wednesday March 19

VCC is exploring a possible partnership with the West Coast College of Massage Therapy (WCCMT). To test the interest level of this proposal, information and free "chair" massages will be given in the mall area at City Centre on March 19 between 10:30 am and 12:30 pm on a first come first served basis.

The objectives of the partnership are to:

- promote and improve the health and wellness of VCC employees and students

- provide an opportunity for on-campus massage treatment
- provide a corporate work practicum site for WCCMT students

Questionnaires requesting your feedback on a possible corporate massage therapy program at VCC will be distributed next week.

If you have any questions about this initiative, please call Steve Traviss at local 8603. In advance, thanks for your participation and input.

ICS INFO CORNER

Helpdesk stats

From Aug 11/96 to March 6/97 the Helpdesk has:

- logged 2,689 calls (1,163 at CC, 1,432 at KEC, 94 other locations)
- 2,277 of these calls have been resolved

VCC Board meetings notice

A reminder that Board meetings are now scheduled to start at 6:00 pm BUT, they are preceded at 5:00 pm by a Public Forum, which is an open discussion period.

The College community is invited to submit topics of concern or interest for the consideration of the Board Development Committee. The Board Development Committee meets every second Thursday of the month. All topics submitted will be reviewed, with a topic chosen for the next Public Forum. The subject for discussion will be announced in Connections.

You are encouraged to submit your topics to Sarah Lucas, Executive Assistant to the President and Board (Local 7158). Board members would like to encourage you to attend these open discussion sessions and want to hear from you.

Please note change of March Board meeting date: the next meeting will take place on Wednesday, March 26, in Room 240 at City Centre.

announcements

Congratulations to Jackie Ehler

...who was elected President for both the Association of CCUFSA (Canadian College and University Food Service Association) and the Western Region of NACUFS (National Association of College and University Food Services). Jackie had two American opponents in the NACUFS election, so it is indeed an honour to have her as the first ever Canadian President of this Association. NACUFS includes Colleges and Universities from California, Oregon, Washington, Arizona, China, Australia and BC.

VCC will certainly enjoy an increased profile because of Jackie's hard work! Congratulations once again!

New materials in CC Library

- Complete Bread Machine Bakery Book
- Construction Technology
- Customs Tariff: Departmental Consolidation, 1997
- Family Trusts for Tax and Estate Planning
- Guide to Hospitality Law in British Columbia
- How to Fight Back and Win: the Joy of Self-Defense
- Membership Directory and Buyers' Guide, 1996/97 (BC Construction Assoc.)
- Multimedia in Higher Education: a Practical Guide to New Tools...
- National Occupational Standards for the Canadian Tourism Industry (series)
- Natural Beauty: the Natural Approach to Skin and Body Care
- On the Streets: Youth in Vancouver
- Satellite Communications
- Seeing Young Children: a Guide to Observing and Recording Behavior
- South American Handbook, 1996
- Start and Run a Profitable Consulting Business
- Start and Run a Profitable Tour Guiding Business

- Video Handbook of Wine (video)
- Work of Mercy: a Picture History of Hospitals

Teaching Excellence essays now available

Master copies of the second set of *Teaching Excellence* essays prepared for the 1996-97 academic year have been sent to us by the Centre for Curriculum and Professional Development. The Teaching Excellence series is published by the Professional and Organizational Development Network in Higher Education, with eight essays produced each year - four are available in the fall and four in the spring. The Centre has negotiated a system subscription for colleges and institutes in British Columbia, allowing each institution to reprint multiple copies for distribution. If you would like to obtain a copy of these essays, please contact Carol Mercier (local 8598).

The second set of essay titles are:

- The Phenomenon of Large Classes and Practical Suggestions for Teaching Them
- Deconstructing Bias and Reconstructing Equitable Classrooms
- Teaching and Values: What Values Will We Take into the 21st Century?
- The American Professoriate in Transition

New Director at Langara

David Pepper is the new Director of Library, Media and Bookstore Services at Langara College. Mr. Pepper will replace Judith Neamtan as the person responsible for shared Library Services and will start his new position on April 1, 1997.

Linda Martin

Wellness Committee notice

The mandate of the VCCFA Wellness Committee has now expanded to include family bereavement. Let Grace (7289) or Irene (8519) know about your department members' concerns. *Thanks, Grace Shaw.*

VCC calendar charges

The charges for the 1997/98 VCC Calendars are:

\$4.00 in person
\$6.00 mailed.

Calendars can be purchased in person at either the Registrar's Office or Continuing Education at KEC or CC.

Requests for mail outs should be directed to the Registrar's Office, and cheques should be made payable to Vancouver Community College.

Calendars are available for reference in the Counselling Departments, the Learning Centres and the Libraries.

Pam Ottridge, Acting Registrar

Comments about the 1997/98 Calendar?

Send your suggestions, comments, etc to Sandra North, Assistant Registrar, City Centre, local 8408.

Richmond Nature Park needs volunteers

If you enjoy working with children, have an interest in nature and have some free time one morning or afternoon a week (Tuesdays to Fridays), consider volunteering to lead school programs for the spring seasons: April-June, 1997. Call Lori Bartley at 273-7015.

Famous Last Words

The KEC Book Club will meet at Not Just Desserts at 12:15 pm, Friday, March 21 to discuss *Famous Last Words* by Timothy Findley. To reserve, RSVP Carol 7257. See you there!

New policy announcement

At the January 30, 1997 Board meeting, the Policy "Board Meetings" was approved.

Policy Category: Governance

Policy on Board Meetings

Purpose: To establish expectations and procedures for VCC Board meetings.

Policy: The VCC Board meets in regularly scheduled sessions, which are open to the public, except in occasional instances. The Board meets "in camera" to discuss confidential issues (see policy - In Camera Board Meetings). Board committees do much of the work of the Board and bring recommendations to the Board as a whole.

Applies to: All Board members.

Procedures: The Board meets as often as necessary to transact the business of the College Board, as a rule once a month.

The Board meetings proceed according to the principles of Roberts Rules of Order and VCC Guidelines for Debate (see Appendix).

The Chairperson shall preside at all meetings of the College Board, or in the absence of the Chairperson, the Vice Chair presides. In the absence of both, a member of the Board appointed by the College Board shall preside.

The President, in conjunction with the Board Chairperson, the Board Development Committee and the College Executive shall prepare and submit an order of Business called an Agenda for each meeting. The Order shall be substantially as follows:

1. Presentations/Delegations
2. Enquiries
3. Approval of Agenda
4. Confirmation of Minutes
5. Business Arising
 - Board Committee Reports
 - For Approval

6. Board Governance Structure:
 - Education Council Report
 - For Approval
 - Operations Council
 - For Approval
7. New Business
 - For Approval
 - For Information
8. AECBC Report
9. President's Report
10. Employee Group Reports
11. Student Group Reports
12. Board Member Reports

No member of the College Board shall leave the College Board meeting before the close of the session without notifying the Chairperson.

The Confidential Secretary takes Minutes of each Board meeting and presents them for approval at the following meeting.

The Chair will, at his/her discretion, allow a comment or enquiry at the beginning of the meeting or as it relates to an agenda item unless otherwise directed by the Board.

The Confidential Secretary to the Board prepares a schedule of Board meetings at the beginning of each calendar year for the year and notifies the College community.

Emergency meetings may be scheduled as required, but with as much notice as possible.

The Confidential Secretary to the Board prepares a draft agenda for the Board Development Committee's review and approval.

The Confidential Secretary prepares and distributes the Board Agenda package one week prior to the Board meeting.

References:

- The College and Institute Act
- Policy on Access of VCC Community to the Board Agenda.

Policy Sponsor: Board Development Committee

Appendix: Guidelines for Debate on Items for Decision at VCC Board Meetings

1. No question shall be determined by the College Board unless upon motion of a member seconded by another member. No discussion shall be allowed until a motion is proposed and seconded.
2. At all meetings of the College Board all questions shall be decided upon by the majority of votes of the members present and voting, except motions to limit debate, postpone definitely, or withdrawal of a motion, which requires a two-thirds majority.
3. Every voting member of the College Board member present, except the Chairperson, shall vote unless excused by the College Board. The Chairperson has the same right to vote as the other members of the College Board but normally will only vote in the event of a tie to cast the deciding vote.
4. The Chairperson shall declare the result of all questions voted upon.
5. Members will state they are speaking in favour, against, to a point of order, to seek more information or clarification, or to propose a subsidiary motion (to lay on the table, to limit debate, refer to committee, amend, etc.) or an incidental motion (to remove from the table, to reconsider, rescind, etc.)
6. Members will confine their remarks to the merits of the motion.

See Appendix, Page 9

Oops!

Last issue's article on Sandra North, the recently appointed CC Assistant Registrar, did not include her new telephone number. It's 8408.

Speak Spanish? Have your skill evaluated

- Do you know Spanish but lack a certificate which proves it?
- Have you studied Spanish but need to know what level you are?
- Does your workplace ask you for a Diploma which accredits your knowledge of Spanish?
- Do you want to have a Diploma for Spanish which is valid world-wide?

Then you need to take the DELE.

The DELEs (Diplomas de Espa-Flol como Lengua Extranjera), issued by the Ministry of Education and Culture of Spain, offer an official accreditation on the degree of mastery of the Spanish language for citizens of countries where Spanish is not the official language. They test your ability to read, write, speak and understand Spanish.

The Diplomas are recognized not only by official institutions of Spanish speaking countries, but also increasingly by corporations, universities and other educational institutions all over the world.

Upcoming exams: May 10 (deadline April 4) and November 15 (deadline October 10). Testing will take place at Kwantlen College's Richmond Campus.

For more information contact Patricio Ramirez, telephone 599-2592 or email patricio@kwantlen.bc.ca.

Music Department's annual Spring Concert Series set to begin

We will present six concerts this year ranging in style from classical to jazz and new music. We really appreciate the members of the VCC community who attended our MPTF concerts this term and hope that you will come out and support some of these upcoming events. Following is information on the first two concerts. Information on later concerts will be provided in upcoming Connections issues.

VCC Jazz Ensembles

Join the VCC Jazz Ensembles (directed by Alan Matheson) for an evening of fun and inventive music composed by student members. An entertaining evening of food, drink and fine jazz music awaits you, just around the corner from City Centre Campus. We hope to see you there.

- Thursday, March 27
- 8:00 pm

- WEB Cafe, 390 W. Hastings (at Homer)
- Tickets: \$5

New Music Night

The New Music Ensemble (directed by Peter Hannan) and VCC composers have a reputation for innovative, eclectic and often humorous original student compositions. Their concerts have been known to make use of everything from marimbas and synthetizers to balloons and vacuum cleaners! If you enjoy innovative music that pushes back the envelope of musical conformity, we urge you to check out this performance.

- Wednesday, April 2
- 8:00 pm
- Western Front, 303 E. 8th Avenue
- Tickets: \$5

VCC Music Department

Take an HRD course, for personal and professional development

Fitness Testing

- Wednesday, March 26
- Room 924, City Centre
- 8:00 am to 4:00 pm
- Facilitator: Staff of the SFU School of Kinesiology

Women and Fatigue

- Wednesday, April 9
- Room 164, City Centre
- 9:00 am to 12:00 noon
- Facilitator: Angela Fredericks

Ethics in Education

- Friday, April 11

- Room 5025, KEC
- 8:30 am to 12:00 noon
- Facilitator: J. Dennison

Active Living Exercise Program

- Thursday, April 17
- Room 5025, KEC
- 1:00 pm to 4:00 pm
- Facilitator: Staff of the SFU School of Kinesiology

These courses are a joint presentation of Human Resource Development and Program Development and Staff Training.

Nurses and helpers move mountains to ensure Measles clinics' success

The Vancouver Health Board measles vaccination clinics at KEC and City Centre on Feb. 19, 20 and 21 were very successful. In total of 3,600 people were vaccinated: 1,500 at City Centre and 2,100 at KEC.

The current measles epidemic in post-secondary institutions has resulted in about 59 cases at SFU, 4 at VCC and unknown numbers at UBC and BCIT. Measles can be a serious disease in adults and is extremely infectious.

If you missed your vaccination and still wish to receive the measles vaccine, there is still a limited supply at each campus Health Services. At City Centre call Pat (8337) and at KEC call Pauline (7187).

These clinics would not have been nearly as well organized or attended without the cooperation and help of many people.

Many thanks from Pauline Reaburn to the following KEC individuals and groups for their efforts in helping with such necessary activities as organization, informing people, and interpreting: Bill Miller, Security guards Dan and Bob, Stephanie Jewell, Sam Abdi, Jan Jun Chen, Sang Soo Park, Institutional Aide staff, Student Advocates, Movers, ICL staff, Sandra Bishop, Duplicating staff and Christie Wagner.

Pat Smith, City Centre Health Nurse also offers her many thanks to those at City Centre who helped out with the successful clinic at their campus.

Thanks also to the faculty who took time to inform their students or bring them from off-campus sites. The efforts of so many people made a seemingly impossible task possible.

Pauline Reaburn KEC College Health Nurse, Pat Smith CC College Health Nurse

Interested in knowing more about ADD?

A.D.D. (Attention Deficit Disorder) is a medical condition that is commonly characterized by the presence of inattention and/or impulsivity and hyperactivity at developmentally inappropriate levels. It is estimated that approximately 3-5% of school-aged children are affected by A.D.D. It is now recognized that the condition often persists into adolescence and adulthood.

Treatment of A.D.D. consists of medical, behavioural and educational management techniques. A collaborative approach to management, with cooperation and input amongst parents and family members, doctors and other health professionals, and teachers can be very effective in increasing

opportunities for success for those with Attention Deficit Disorders.

CH.A.D.D. (Children and Adults with Attention Deficit Disorders) is a Canada-wide organization consisting of local chapters. They welcome family/individual memberships, as well as professional and organizational memberships.

If you would like to become a member, or you would like more information, contact Lynda Stewart, Basic Education Department, at 331-3739 (Tuesdays and Thursdays 1:00-4:00 pm and Wednesdays 5:00-9:00 pm) or 879-8208 (mornings).

Appendix (from page 7)

7. Members will not attack another member's motives.
8. Members will address comments, questions, or subsequent motions to the Chairperson.
9. Members will debate items fully, but will support the majority of members expression once the result of the vote has been declared by the Chairperson.
10. Members will not prolong the debate unnecessarily by restating previously established points of view.
11. Members who have spoken to a motion previously will respect the Chairperson's attempt to hear from all members prior to hearing from a member twice.
12. Members of the College Executive, constituency representatives or other visitors may respond to appropriate questions from the Board Chair.

Pharmacy Tech Program moves to CC

After a 23 year association with KEC, the Pharmacy Technician Program is moving to CC. Our next class starts April 1 so with any luck we'll be unpacked by then. You'll be able to find us in Room 818/819 and our new phone number will be 443-8425.

Sue Aro and Tammy Waterhouse

PS. Because of the move we have no place to work so we decided to go on vacation. We'll be back Monday, March 25. If anyone needs program information, please call CC Counselling at 443-8453. For matters requiring the attention of an Associate Dean, please call Pat Hartley at 443-8599.

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

VANCOUVER
COMMUNITY
COLLEGE



KING EDWARD CAMPUS
1155 East Broadway
Box 24620, Station "F"
Vancouver, B.C. V5N 5T9

CITY CENTRE CAMPUS
250 West Pender Street
Vancouver, B.C. V6B 1S9

classifieds

FOR SALE



Bauer Rollerblades

Size 5 men or 6 women (unisex). Just like new. Paid \$130 plus taxes. Will sacrifice for \$60 (o.b.o). Please call 443-8317.

Cartoonist available to faculty

For my PD project during January-April, 1997, I invite all VCC faculty to submit to me requests for their cartooning needs. Are you working on a new manual or textbook? Preparing handouts? Need posters? Wayne Wilson at your service. First come, first served, and it's free! Contact Wayne at 871-7279 or send a message to me via intercampus mail at the ABE CF Math Department, KEC Campus.



Five steps to caller-friendly phone skills

Do you smile when you answer the phone? Do you try to visualize - and thus humanize - a caller? These simple techniques can go a long way toward making you sound pleasant. Here are other tips for making your phone persona more caller-friendly:

1. Make a point of using the caller's name during your conversation.
2. Convey enthusiasm - smile when you answer the phone, offer a friendly greeting, beware of sounding tired or bored - even toward the end of a tiring day.

3. Show empathy with a caller's problem with expressions such as "I understand."
4. Pay attention, even though you may have heard the same complaint from a number of previous callers.
5. Make every caller feel that he or she rates as one of your company's best customers.

from Effective Telephone Techniques

Pitman earns provincial accreditation

After 99 years in business Patman Business College has received a pat on the back from the provincial government. Pitman is now one of fewer than 20 private post-secondary schools in BC to obtain official provincial accreditation.

BC is the first province in Canada to offer accreditation to private post-secondary institutions through the Private Post-Secondary Education Commission (PPSEC). The program was instituted in 1995.

from the Feb. 22 1997 Employment Paper

EDITOR, DESIGN AND LAYOUT

Dale Rasmussen, College Advancement Department
Tel 871-7152, Fax 871-7200
email drasmussen@vcc.bc.ca

CAMPUS CONTACTS

CC: Ngee-Moi Voon, Word Processing
KEC: Sue Devison, Administration

Produced by the College Advancement Department
Lilli Milder, Executive Director

Please recycle this newsletter

1997 PUBLICATION SCHEDULE

March 13 and 27
April 10 and 24
May 8 and 22
June 5

Please provide your article through email, the I:\common\connect directory or on a PC disk with hardcopy (text-only if non-email). 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 The Province says it, then it must be so!

For two days in February the hospitality management program at City Centre converted their classrooms and labs into temporary human resources departments where 18 hotels and restaurants conducted mass interviews of nearly 200 VCC students. Spearheaded by department head Dave Donaldson, what began four years ago as a simple introduction has grown into a human resources bonanza for the local industry, and a full-time coordination job for Donaldson.

The headline: PICK OF THE CROP

This year, the department's hands-on approach and hard work paid off in The Province newspaper on February 12, 1997 with a half-page colour photo of Linda Smith, a smiling 28-year-old hospitality administration student.

"The 18 hotels and restaurants grinding the nervous candidates through 607 interviews - up from 500 last year - have got it easy. They'll pick from among the keenest, best-trained applicants BC has to offer to fill entry-level jobs that can turn into careers," wrote reporter Paul Luke.

Hats off to Dave Donaldson! In between organizing every detail of the event, he still found time to boast to College Advancement about the process with such unbridled enthusiasm that a press release was circulated to the local media. Donaldson was also prepared with a list of industry contacts for inclusion in the press release.

The story was a win-win for everyone involved. For industry which was recognized for supporting VCC's programs, for the students whose efforts and special skills are being recognized and for the College which doesn't just stop at training its students, but goes beyond the call to help them find jobs.

The article, which ran in the newspaper on the first day of the interviews, quoted Sheila Brock, human resources manager with the Hyatt Regency Vancouver, articulating the qualities the hotel would be looking for in prospective employees.

"Attitude, attitude, attitude. That's the important thing," Brock said.

Judging from the attitude of their department head, these students have learned from the master!

Did you know...

Newspapers have their news needs determined by the ad department.

The amount of editorial content depends on the number of ads. Usually the ratio is 30:70 or 40:60, meaning about 40 per cent of the paper is made up of news or features.

- *Damn Good Productions Ltd.*

The media provides stories it believes the average viewer or reader wants to see.

Whether it feeds that appetite or actually creates it is open to debate, but some things are certain:

- Reporters love conflict
- Sex sells
- Silly pet tricks and silly human tricks make great human interest stories.

- *Paul Patterson, former CBC-TV news executive*

Good stories share these elements:

Humanity - It's about people, not issues; about students looking for work, not unemployment.

Locality - It's got a local angle: tourism is booming, especially in BC.

VANCOUVER
COMMUNITY
COLLEGE



Newsmakers

A variety of VCC students and Educational Foundation President **Lilli Milder** were interviewed by **CBC-TV Broadcast 1** on February 28, 1977 about Satellite TV Bingo. The College Board recently approved this concept, and VCC is one of several colleges and institutes exploring this innovative initiative for possible funding.

The quote of the month came from one of VCC's own when the young, male student agreed TV Bingo was the way to go, but didn't stop there. "Oh yeah," he jested. "Television bingo, television gambling, TV prostitution too! What the heck, we're on the road to Babylon

anyway." Of course that comment made the 6:00 and the 11:00 pm news!



Following the College Board's decision, **CKNW Radio** also produced a story about TV Bingo featuring **VCC President John Cruickshank**. The story aired on February 28, 1997.



The VCC Educational Foundation's Notable Event, ***A Night of Motown***, was highlighted in **Malcolm Parry's Town Talk** column in **The Vancouver Sun** on Tuesday, March

11, 1997. The event at the Westin Bayshore Hotel began with a reception at 6:30 pm, followed by a four-course dinner, live entertainment, dancing and silent auction.

Parry wrote: "In other band news, Vancouver Community College president **John Cruickshank**, VCC Educational Foundation president **Lilli Milder** and sax player **David Branter**, who heads the college's music department, greeted a sold-out crowd of 440 that raised a reported \$100,000 for music scholarships and bursaries..." As the song goes, 'We've Got a Good Thing Going'!

Karen Crossett - Good for You!

A special thank you to student records employee Karen Crossett for her initiative in suggesting a reward program for the VCC community.

Recently, a Vancouver resident contacted Karen upon discovering a discarded backpack in her backyard. The item belonged to a VCC student, and the good Samaritan's prompt and gratuitous effort in contacting the College resulted in the return of this stolen item to the student.

"It is through the responsive actions of citizens like you that we are better able to keep our communities safe and secure, a responsibility that

the College takes very seriously," wrote the President in a thank you letter to the good Samaritan.

Karen's thoughtfulness is a stellar example of how each of us can send a positive and far-reaching message about VCC to the communities we live in.

If you know of a good Samaritan, a student, staff person or faculty member, whose efforts and initiative "beyond the call of duty" have had a positive impact on the College, please contact Sandra Bishop in College Advancement.

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.

Marketips is a bi-monthly publication

Next issue: May 1997

Produced by the College Advancement Department

Sandra Bishop, Editor

Dale Rasmussen

Design and Layout

Lilli Milder

Executive Director

