

Welcome

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Without wishing to duplicate other important missives which you receive regularly (e g the SIE Newsletter, Connections, President's Updates etc.) it has become apparent that we need more frequent and direct communication with and between faculty and staff in Education, and with colleagues in other parts of the College

Education @ VCC is intended to:

- Keep you apprised of activities being undertaken (or which are anticipated) in departments, centres and schools that relate to our core business of teaching and learning
- Solicit feedback and input from you by identifying contacts for each contribution
- Make everyone aware of opportunities and timelines for input into the decision making process for educational matters being discussed at (for instance) Distributed Learning Committee, Education Council, Educational Administrators' Group, Management Group, the Board of Governors, etc
- Link readers easily to key internal and external documents and resources
- Celebrate achievements in Education
- Provide information and reminders on meetings and events related to, for instance, professional development, recitals, presentations, workshops etc.
- Provide a voice for our new Centre for Instructional Development

I welcome any comments and suggestions on the format, scope and style of this newsletter. While many will contribute to its production, consider me to be responsible for its content and its usefulness (or not).

Upcoming Events

May 23, 2007
Education Forum
2:30pm - 4:00pm
Room 420
Downtown Campus

**More information to
follow shortly**

We are also looking at other ways to share and discuss ideas and opinions, including an Office of the VP Education web page and regular Education Forums. The first of these is on May 23rd at 2.00pm in Room 420 at the Downtown Campus. It is intended primarily for Education faculty and staff, but all are welcome.

Items for Education @ VCC can be submitted anytime, by anyone. Our next edition will be in October, and the deadline for that issue will be September 15th.

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Moving towards a Bachelor of Science in Nursing Program at VCC

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For the past two years a small and committed group of educators from the Health Sciences and Continuing Studies—Health areas have been meeting and working towards the offering of a Bachelor of Science in Nursing (BSN) Program at Vancouver Community College.

At the present time, VCC offers a Home Support/Resident Care Attendant Program and a Practical Nursing Program. The addition of the BSN program is a natural step

in increasing the pathway for students wanting to become nurses. The BSN is now an entry to the practice requirement to work as a Registered Nurse in British Columbia.

To begin the work, faculty from the Continuing Care, Practical Nursing and Continuing Studies Health departments were brought together to work towards describing a vision for the VCC program. Overwhelmingly it was felt that VCC has something special to contribute in the area of (registered) nursing education. It was determined that our program would be founded on our existing strengths: solid and well respected programs in Home Support/Resident Care and Practical Nursing, skilled instructors, and our unique relationship to our sur-

rounding community. From this initial meeting, a Steering Committee was established.

Approval is required from several areas in order to offer this program, the Ministry of Health, the College of Registered Nurses of BC, and the Ministry of Advanced Education. We are presently involved in all of these approval processes and are submitting the required documents.

The cooperative aspect of VCC's program will be unique to nursing education in the province, and perhaps in the country. The Vancouver Coastal Health Authority has agreed to support this initiative and will be working with VCC to implement the coop program.

Family Literacy Initiative

Gyda Chud
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In a new and innovative partnership with 2010 Legacies Now, Literacy BC and the Centre for Family Literacy, VCC is preparing to offer a "Certificate in Family Literacy", the first of its kind in Canada.

Designed to professionalize the family literacy field, this program – currently in development – will offer a VCC credential to those who currently work or wish to work with both adults and children in planning, designing and imple-

menting literacy programs in the community.

To date, the 15 hour course, "Introduction to Family Literacy", is oversubscribed with 27 registrants who will begin studies on April 4th. With Education Council approval, this course is being offered on site as well as in five community based settings on Vancouver Island and in the Interior.

Plans are in place to seek Education Council approval this spring for the Certificate Program that comprises six core courses and a practicum component. In total, the Program will provide over 180

hours of knowledge and skill based training by recognized leaders in the field.

Offered through the Centre for Continuing Studies, this program compliments VCC's well established reputation in literacy-related training and will contribute to the growth and development of this relatively new sector.

Participants in the pilot offering include early childhood educators, teachers, community development workers, health professionals and not for profit agency staff who are committed to literacy work and desire to advance literacy initiatives.

Film and Feedback in English for Health Sciences

Pam Hunt and Jane Forward
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A typical student in the Refresher Practical Nursing or English for Health Science courses communicates comfortably in everyday conversations, but they need to develop awareness and expertise of communication behaviours in order to work in health care settings. Examples of such behaviours are; echoing to encourage more explanation and rapport, questioning to probe for more information, and clarifying to ensure accuracy

Here are two typical profiles of EHS and Refresher PN students:

Frank is a student who speaks quickly and likes to be verbose, as this is considered professional in his culture. Most English-speakers can understand most (although, importantly, not all) of what he says, and they really strain to follow him. It is likely that no one has ever commented to him that he speaks too quickly.

Sue is a student who speaks haltingly, though relatively accurately. This style of speaking makes her voice so monotone that it is distracting and hard to understand.

Immigrants such as Frank and Sue are not only challenged to learn language (vocabulary, grammar and idioms), but also typical communicative behaviours, especially for the workplace.

In contrast

Sarah is a student who has been in Canada since she was a teenager. She is fluent, but has fossilized grammar and pronunciation problems. However, she uses compensatory strategies, learned from many years of assimilating the socio-linguistic communication behaviours commonly used by native English speakers such as: watching her listener's face while she is speaking in order to observe expressions of understanding and misunderstanding, and pausing to allow her listener to question her.

An integral part of the EHS and Refresher PN programs is filming the students as they perform communication tasks. This allows students to *see* their behaviours 'in action', as well as to *bear* their language accuracies and inaccuracies. When the class watches a dvd of a classmate such as Sarah, everyone is able to identify, discuss and learn from her strategies.

Another way of learning communication behaviours from film is by watching demo films (created by the instructors of these programs) which show not only effective strategies, but how communication breaks down when they are not used.

By watching these model films; seeing themselves on film; evaluating themselves, and receiving instructor and peer feedback, students learn and apply new communication behaviours. [One student

reported to her instructor that her earnings as a salesclerk (her job as she was taking the EHS course) rose dramatically once she applied these strategies on the job!].

For a follow-up communication task (based on the Grace Under Fire model of communication and Interpersonal Skills) the students 'take the task to the real world' in the form of a contact assignment. The students are to try out their newly-gained confidence with English-speakers from their community or workplace, by using communication behaviours such as: body language and mannerisms; tone of voice; volume (often demonstrating confidence and assertiveness); clarifying; pausing, paraphrasing; using fillers (not merely reciting statements). In addition, the communication skills of language, such as clarity of meaning (word choice) and pronunciation are also practiced.

Although nervous at first (and often beyond!) at being filmed, students in the English for Health Science course and Refresher PN program benefit greatly from the use of film and feedback.

Other programs in PACE (Professional and Career English) have successfully integrated the use of film and feedback, especially in areas for job and job interview preparation. Those programs include: the Combined Skills areas of Hairstyling ESL, Culinary Arts ESL, Baking ESL, Resident Care Aide ESL and Accounting ESL; the Academic and Professional English (Self-Paced) program, and the Communication for Engineering and Technology course.

School of Health Sciences Successes

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Ginny Cathcart, Department Head of Dental Hygiene, is an author! She has recently co-authored a dental hygiene textbook entitled "Dental Hygiene Process of Care" with faculty from the Miyagi School of Dental Hygiene. The book is in Japanese, but Ginny's name is clearly identified in English on the title, and her bibliography is also in English. Congratulations to Ginny

Two faculty members from the Certified Dental Assisting Program received awards at the President's

Reception during the Pacific Dental Conference in early March. This award is in recognition of Certified Dental Assisting Association of BC members who "on a day to day basis, demonstrate pride in the profession, exhibit exemplary certified dental assisting skills, leadership among co-workers, and high ethical and professional standards, and embodies the spirit of the certified dental assistant professional". The two recipients are Barbara Young and Suzette Jestin.

Another VCC Certified Dental Assistant also received an award at the Pacific Dental Conference. Sandra Bailey, Dean of Design, Technology and Trades, and former Department Head of both the

Dental Assisting and Dental Technology/Denturist Departments, received the Honoured Member Award from the College of Dental Surgeons. Sandra has been active with the CDSBC since 1972, serving on a variety of committees including Education, Examination, Ethics, Dental Public Health, Communications, Professional Review, Legislative Review, and others. She was also a College Council member and a member of the College of Dental Surgeons' Executive Committee. Sandra has been a past recipient of the Certificate of Merit and the Dedicated Service Award from the Certified Dental Assistants of BC, as well as a Dedicated Service Award from the College of Dental Surgeons of BC.

Report from Education Council

Since January, Education Council has recommended the following new courses/programs to the Board.

- the Hospitality Operations Certificate
- the Activity Assistant Program
- the Orff Schulwerk Level I & Orff Schulwerk Level III courses
- the Automotive Detailing Technician program
- the Introduction to Family Literacy course

In January, Education Council heard a presentation by Christina Clews, Chairperson for the Students' Union of Vancouver Community College on the Student National Day of Action rally to encourage government to reduce tuition fees and to provide more educational funding. An email was sent out to the College Community on behalf of the President,

supporting academic amnesty for students on the Student National Day of Action of February 07, 2007.

February's discussion and debate on the Training Plan led to the formation of an Education Plan Committee. This Committee will, among other things, present a report to the Council on FTEs.

Computer network problems were discussed at both the March and April meetings, and the topic is on the agenda again in May.

The Education Council Executive has proposed to the membership that the Council facilitate short discussions/presentations on topics of Education Council interest (e.g. PLAR, Distributed Learning, Program Development, & c.) as a regular component of meetings.

VCC Goes Live Around the Globe

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Last March 14 through 16, the VCC Broadway Auditorium became the temporary home of CBC Radio International's program "The Link" produced by Jessica Grillanda. The show, normally broadcast from CBCRI headquarters in Montreal, took to the road this month to speak directly to the immigrant community that is its traditional audience. Show host Marc Montgomery stated "the show is mostly directed to immigrant communities in Canada but also speaks to the many listeners around the world who look to Canada as a possible tourism or settlement destination".

On Friday March 16, over 150 international students presently enrolled at VCC showed up to take in a morning live-audience-to-air variety show featuring interviews, sports, live music and more. The show's sports host Ian Jones, took some pre-show time to rev

up the audience with cued cheers and hollers and one of those obligatory soccer chants that are his sports theme song. Other highlights included grandma-turned-laughter specialist Surjeet Lahli whose hilarious laughter exercises, normally held in Punjabi, got the whole crowd laughing, including Marc, the host of the show, who could barely contain his own once the exercise began

A special feature of the show and a real treat for the students was the trivia pop quiz, this time taken live-to-air by ESL International Ed Campus instructor Joanne Colettis, International Education Associate Director Cathy Cameron and School of Music Director Sal Ferreras. The students delighted in watching instructors sweat through a tricky Vancouver trivia quiz that we squeaked through, though Joanne seemed to have brought her own student cheering section.

The first musical portion of the morning was superbly handled by the explosive hip-hop flavoured local Banghra band, Signia. The final segment of the live event featured VCC's own Latin Jazz En-

semble under the direction of John Korsrud. Our music students were enthusiastically cheered by the live audience and were, if I may say so, just a little bit impressed that their sounds were going live across Canada and on short wave, satellite, internet and digital radio to the 350 partner stations in 70 countries around the world

A special thanks to Stephen Barrington and Karen Wilson for steering this production our way and for providing such a wonderful opportunity to profile our diverse student body and our dynamic learning environment

Thanks to John Korsrud and the Latin Jazz Ensemble for some great music making. Another thank you to all those faculty members who graciously ceded room bookings to make way for the technical set-up, and finally thanks to the Cathy Cameron and Joanne Colettis at VCC International Education and their students for making their way down to our campus. CBC Radio International was thrilled to join us in this first time, truly internationally broadcast "CBC live from VCC!"

Centre to Centre Collaboration

Sandra Bailey and Gyda Chud
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Over the last months, members of the Centre for Design and Centre for Continuing Studies have been meeting to explore new initiatives for promoting VCC's design programs

Our showcase programs in Jewellery, Fashion, Interior Design, Gemology, Graphics and Hair Design are indeed "a line to de-

sign" and we are seeking new ways to profile and promote them in the community.

Whether offered on a full-time or part-time delivery model, these programs highlight VCC's commitment to both the creative world and to studies that develop the knowledge, skills and expertise that are in high demand.

With guidance from Marketing and Communications, we are in the process of developing materials, tools and displays that feature

VCC as a trainer of choice in a myriad of studio based programs.

Our collaboration reflects an exciting and energizing model for moving forward to maximize joint goals and shared purposes

Whether through posters, postcards, portfolio displays or purpose built showcase units, we are on the move to position our design offerings as a key component of BC's Number 1 college

VCC's Digital Library

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Why a Digital Library at VCC?

For the past few years, VCC library has been focusing on expanding the number and variety of digital resources available to our community. There are numerous reasons for doing this - here are some of the most important ones:

- **No physical boundary** Access is available to library resources wherever there is an Internet connection
- **Round the clock availability.** People can access these resources 24/7
- **Multiple accesses.** The same resources can be used at the same time by a number of users.
- **Richer resources** Digital libraries provide access to much richer, more varied content
- **Preservation and conservation.** Concerns about loss, damage and degradation of acidic paper are eliminated.
- **Space.** Digital libraries have the potential to store much more information

• **Networking** Links are provided to resources in other digital libraries very easily

Immediacy Patrons can access quality full text resources immediately.

What's New from VCC's Digital Library

Take the pain out of writing papers by using *RefWorks*

RefWorks is a web-based citation management and bibliography formatting software that can help you organize and manage citations and the creation of bibliographies - the most painstaking part of writing a research paper.

RefWorks allows you to:

- collect and manage citations to books, journal articles and websites - no more index cards to write out and file!
- import references from library catalogues, text files or online databases.
- create a personal and completely searchable database of bibliographic references for later use
- easily create bibliographies in over 200 citation styles, such as MLA, APA, Chicago, etc

incorporate references into word processing documents

In order to use *RefWorks*, users must first create an individual account (free of charge). Once established, you can access your *RefWorks* personal citation database from anywhere—on campus, at home, or abroad—via the Web.

Using *RefWorks* "Write N Cite" feature you can insert references from your database directly into your papers and generate formatted bibliographies and manuscripts. This saves hours of typing and decreases the number of errors in creating bibliographies. You can easily make changes to your paper or bibliography and reformat in seconds.

RefWorks is available from the library web page at <https://refworks.library.vcc.ca/Refworks/login.asp?WNCLang=false>
RefWorks has an excellent tutorial <http://refworks.library.vcc.ca/tutorial/>

Need additional help? Contact your Liaison Librarian <http://library.vcc.ca/services/services-fs.cfm>

What's Happening in the Learning Centre

Alison Woods
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21,374 students were tutored at the Learning Centre in fiscal 2006/07.

That's an average of 3,190 students a year per full-time tutor – no wonder we're tired at the end of the day!

The top five subjects tutored were

chemistry.....	2625
algebra and number theory	2394

writing	2329
speaking	2256
physics	1838

Students came from almost every department and division in the college. The departments whose students visited the Learning Centre most were,

English as a Second Language..	586
Adult Basic Education . .	4593
University Transfer	4542
College Preparatory English	1682
Hospitality Management	1047

The Coordinator is hard at work trying to make sense of all this data. Look for a report specific to your department coming soon

Education Shorts

The Culinary Arts department held their annual "Student of the Year" competition on March 31st. The competition is sponsored by the Doebe Family which own "The William Tell" restaurant. 1st price, \$1500, was won by Ricci-Leigh Smith, who is currently working at the Four Season hotel, 2nd price \$750- Kelly Scholts, and 3rd price \$250- Andrea Leung.

A student team under the guides of Mr. Dave Ryan and Glen O Flaherty won the Peoples Choice Award at the Healthy Chef competition, which took place on April 4th at the Hyatt Hotel. Local Restaurants, hotels and culinary schools participated at this competition.

In late March, Betty Nobel, Department Head of VCC's Program for the Visually Impaired, traveled to Ottawa to rehearse for and attend a hearing with the CRTC regarding a 24 hour accessible television channel for people who are blind or visually impaired. The Accessible Channel, if approved, would broadcast described television programs and movies. Descriptive video is somewhat like captioning, except that there is an audio description of those visual actions understood by the blind person only if they are described.

The ASL and Deaf Studies Department has recently entered into a contract with the Burnaby Association for Community Inclusion to provide worksite ASL instruction for 24 of the Association's staff. Instructor John Warren will conduct a class once a week for 10

weeks in the spring semester. Thanks to a Rotary Hearing Foundation grant of \$25,000, the Deaf and Hard of Hearing Department is able to purchase more assistive technology. The Department is also working on further curriculum development for the advanced levels of English Upgrading.

Tanis Sawkins and Jacquie Harrison of the ESL Division will be involved in a national project to benchmark Red Seal Trades and the certification examinations in 2007/08. The project is funded by Human Resources Skills Development Canada and managed by the Centre for Canadian Language Benchmarks.

The new Continuing Studies Fashion Arts Diploma Program has now exceeded the minimum numbers required for launch next fall. Interest in the program is building daily and Continuing Studies looks forward to a newly renovated classroom to house this new offering.

Dr Silvana Carr, Program Coordinator for the Continuing Studies Interpreting Programs has been invited to present two sessions at the inaugural "Toronto Interpreting Symposium". One will focus on our VCC program, highly respected across Canada, and the other on 'Resources for Interpreting'.

World Music instructor Andy Hillhouse won a Juno award for Traditional/Roots music with his ensemble The McDades this past April 1st. There are now seven School of Music faculty members that have either won or been nominated for Juno Awards.

Pop star Kinnie Starr will be one of the main instructors for the upcoming Aboriginal Music Lab to be launched July 3rd. She will be joined by jazz singer Jennifer Scott, actor Renae Morriveau, pianist Bill Sample, percussionist Pepe Danza, and a specially assembled ensemble of Vancouver's top studio musicians.

VCC took Gold in every BC Skills competition that it entered.

Electronics:

GOLD - VCC- Brian Hsueh

Automotive Service Technician:

GOLD - VCC - Derek Jarman (a 2nd year apprentice, working in Whistler at SMD Automotive)

Automotive Collision:

High school category - VCC sweeps the medals:

GOLD - Steve Pasche

SILVER - Tyler Burton

BRONZE - Edgar Demchenko

Post Secondary Category:

GOLD - VCC - Ian Rainone

SILVER - VCC- Derrick Sanderson

Baking:

Post Secondary Category

GOLD - Jaqueline Moyer - VCC apprentice

SILVER - Laura Barona - apprentice who will be coming to VCC Secondary school category

GOLD - Caitlin Mayo - a graduate from our ACEIT baking partnership

SILVER - Jeffrey Derkson - mentored by VCC baking dept

BRONZE - Carissa Sundeen - Lord Tweedsmuir student and current ACEIT student with VCC

The winners from the BC Skills competition will go on to the National competition in Saskatchewan held June 6th to 9th, 2007.

Committee Reports

Distributed Learning Committee

The new Distributed Learning Committee (DLC) met on April 11 to review and discuss its Terms of Reference, the proposed Centre for Instructional Development and distributed learning as a mode of educational delivery. The DLC will be presenting a workshop on Educational Technologies at VCC Day on April 27. The DLC holds public meetings the third Wednesday of the month, September through May, alternating between the Downtown and Broadway Campuses. Contact Melissa Grover at mgrover@vcc.ca for upcoming meeting locations and times.

Education Administrators Group

The Education Administrators Group (EAG) has been discussing the 2008-09 Academic Planning process and the capacities of the new COGNOS Enrolment Reporting tool. EAG has updated the On-going Program/Department Review document, which will be widely accessible and housed on the Common drive. EAG meets biweekly to discuss and debate issues that pertain to the effective operation of the College and quality of the College's offerings.

Enrolment Management Working Committee

The Enrolment Management Working Committee (EMWC) promotes the development and implementation of best practices in service and processes to support instruction, increased recruitment, retention and transition of students at VCC. Over the past two years a number of small and larger initiatives have been undertaken. A sampling of these includes the following:

- introduction of a dedicated phone line in Counselling and Advising and the Registrar's Office. These inquiry lines currently average 5,000 calls per month,
- adjusting of course lengths to accommodate student loans,
- development of a referral template to support students with inquiries moving between areas,
- standardization of print materials (font, format etc.),
- naming of campuses by location,
- improvements in assessment / registration processes,
- improvement in response time for information requests,
- development of service standards.

Sub-committees of EMWC include the following: Aboriginal, Adult Basic Education, Service, and Website.

The EMWC is an open committee which meets monthly. We're always looking for new ideas and ways to improve our service to students. Contact Barb Ash at bash@vcc.ca for more information or to give input.

Management Group

Will be featured in an upcoming issue

Regular Features you can Expect in Education @ VCC

Upcoming Events

Professional Development Activities

New Faces in Education

Committee and Council Reports

- Education Council
- Education Administrators Group
- Management Group
- Board of Governors
- Distributed Learning Committee

This month's Student Census Draw laptop winner was Colleen Hawkins, a Continuing Studies student enrolled in the

Upcoming:

Industry Training Authority

Aboriginal Education Project

Affiliation Agreements Policy