

# NEWS

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## Planning activities gather speed

The VCC Planning Team will meet for a full day on Friday to synthesize the 100 pages of raw data from the Futures Conference.

Faced with over a thousand ideas generated from participants at the conference, the next step will be to pull together those ideas into more concise concepts of vision, values and mission. These concepts will, within the next 30 days, be presented to the entire VCC community for further comment, along with two other documents: one which is being referred to as "round two" of the proposed organization structures for Langara and VCC which first came out in December, and another paper from the College Board outlining the proposed governance of VCC and Langara after separation.

Within the same 30-day time frame, a VCC Planning Team sub-committee, using the resources of the College's Institutional Research Department, will conduct an environmental scan. The scan is a means of gathering precise data on the internal strengths and weaknesses of VCC as well as external opportunities and threats to the new college.

President John Cruickshank told the Planning Team that once finalized, the value statements will be posted in every classroom and will be included in every administrator's job description and job evaluation. He also said he will seek similar support for the value statement from the unions.

"These are just a few examples of how we will institutionalize these values," said Cruickshank.

Otherwise, Planning Team members agreed that feedback from the Futures Conference participants was generally optimistic and enthusiastic. Some Planning Team members, however, took exception to the "overly positive

tone" used to report on the conference in last week's Exchange newsletter.

Specifically, they complained that the Exchange highlighted the good news from the conference and didn't provide adequate coverage of the many concerns regarding inadequate funding which were raised by participants.

## AECBC proposes B.C. wide mandate

The Advanced Education Council of B.C. has issued for discussion a draft mandate statement for colleges, the final version of which will be presented to the provincial government.

The release of their interim report is timely for both Langara and VCC, so here, for your consideration, is the first draft of the AECBC mandate statement for B.C. colleges:

"B.C. colleges are community based teaching institutions committed to life-long learning for adults of all ages. They shall provide continuing educational, developmental, career, technical, vocational and academic programs.

"These programs, both formal and non-formal, shall address the needs of the geographic, social, economic and cultural communities of the college region.

"Colleges shall emphasize provision of accessible full and part time programs and services. Programs shall range from short cycle to multi-year education and training, enabling learners to enter and leave at various levels of formal recognition and accomplishment.

"Colleges shall connect and articulate activities in order to ensure recognition of previous learning. Programs shall reflect community needs, respect community values, and shall be recognized by other institutions.

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"Colleges shall base their services and programs on continuing contact with advisory groups and constituencies, and on ongoing evaluation of the relevance and quality of programs and services. These consultative and evaluative processes will guide College development and resource allocation."

### ***College operations turned up-side-down***

Last Thursday marked the first meeting of the new Systems Committees which will be involved in developing new ways of doing business for both Langara and VCC.

Before you nod off at the thought of just another committee, consider this comment from Controller Chris Ebbehøj:

"This is the first step in turning both colleges up-side-down and rebuilding them from the users' perspective instead of administration's perspective. Each committee will be primarily staffed by the users of the systems."

The word "systems" does not mean just computers or accounting practices; it's every system--or practice--which occurs in the operation of the college.

To help explain, here's an example from outside the college which we can easily relate to:

You're on a flight from Vancouver to Edmonton and you order a martini to sip on during the trip. However, the martini doesn't arrive until the plane has begun its descent, in other words, too late for you to enjoy it. The length of time from ordering the drink to its delivery is called cycle time, and in an efficient business it would consist of four simple value-added steps: mix the drink, pour the drink, put ice in the drink and deliver the drink. Total time: two minutes.

But on our plane, the process involved a lot of non-value added time. The attendant wasn't properly trained and had to read up on how to make a martini, the ice dispenser didn't work properly, and the attendant was interrupted by a request for Kleenex because someone else hadn't filled the box.

Because our airline is losing business due to customer dissatisfaction, they eventually employ a business systems, or business engineering approach. The end result is a computer that rolls down the aisle and performs all of the value added elements at a quick touch of the button. The computer, as a tool, solved the problem, but it couldn't have solved the problem without an examination of the system.

And examining systems is what the VCC-Langara process for developing new ways of doing business is all about.

The Systems Committees will look at existing problems, but more importantly they will originate new and more efficient ways of doing just about everything the colleges do. In this way, the objective will be to develop an integrated solution.

And by the way, it's right at that point where statements of mission, vision and values may come into play as frameworks in which the new ideas will grow. Said Cruickshank: "This is the real-life connection between what was done at VCC's Futures Conference last week and the nuts and bolts of the jobs we will be doing every day."

Adds Ebbehøj: "Do not assume that the objective of this process is to find ways to make people's jobs redundant. It is not. Instead, it is a way to empower people to do their jobs better."

There are three systems sub-committees--Finance, Student Records and Human Resources

**If you have any comments or questions, please send them to Chuck Poulsen, Manager of The Exchange, in care of College Administrative Services.**



and Payroll--and an overall Systems Steering Committee. As well, there will be a coordinating group which will ensure that the practices developed by the committees reflect the integrated approach.

Sub-committee members and technical observers are:

**Human Resources and Payroll**

Bonnie Baty	Tosh Ikesaka
Margo Lupien	Gail Rochester
Moira MacLeod	Carol Mercier
Felicity Burns	Agnes Seto
Carol Harrison	Ken Pawlak
Karen Kelly	
Ron Ross (observer)	
Ron Mertin (observer)	

**Finance**

Linda Arnold	Jackie Ehlert
Terry Longair	David Kolot
Fred Inglis	Judy Boxler
Jay Strachan	Jo Toon
Pat Mulvihill	John Vandenakker
Syd Hartley	Wayne Matthewson
Stanley Foo (observer)	

**Student Records**

Jean Cockell	Penny Gallagher
Ann McMillan	Valerie Dunsterville
Dorothy Ho	Cynthia Howman
Jackie Sandy	Martin Gerson
Therese Paradis	Wynn Keenan
Jerome Schatten	Michael Sharzer
Tom Szeto (observer)	
Hazel Kwok (observer)	
Carolyn Brown (observer)	

**Steering Committee**

John Cruickshank  
Linda Holmes  
Chris Ebbehoj  
Terry Longair  
Fred Wylie  
Jim Goard  
John Vandenakker

If you have an idea about any new way of operating the colleges, regardless of how minor you may think the idea is, contact one of these people.

"This is another shared agreement which will greatly benefit both institutions," said Cruickshank. "We'll be hearing from these committees for up to the next three years."