

**FACILITIES AND CAMPUS DEVELOPMENT  
SERVICE COMMITMENT: BCIT Switchboard**

<b>Service name</b>	Switchboard Services
<b>General Service Description</b>	To direct callers to the appropriate BCIT personnel, general line, or resources necessary to resolve their queries.
<b>Key Core Services</b>	Switchboard
<b>Specification Sheet Owner</b>	Dylan Rickard, Manager Accounting
<b>Version Date</b>	April 22, 2016
<b>Version Author(s)</b>	Dylan Rickard, Manager Accounting Bin Bains, Switchboard Operator Glenda Minnella, Switchboard Operator Beth Smith, Switchboard Operator

## Key Core Service: Switchboard Services

<b>Service Description</b>
<p>Switchboard is the live voice of BCIT, fielding 58,000 calls per year and connecting BCIT staff and customers with the Departments and resources necessary to resolve their queries.</p> <p>Activities include:</p> <ul style="list-style-type: none"><li>• Transferring calls.</li><li>• Providing information regarding BCIT events, programs, and resources.</li><li>• Providing assistance with way finding.</li><li>• Directing callers to relevant BCIT publications, online resources, or BCIT staff person to resolve their query.</li><li>• Directing emergency calls including callers looking to speak with or find a student on campus, to Safety, Security, and Emergency Management. Threatening calls will be handled in accordance with BCIT Policy 7100-PR4.</li><li>• Responding to calls transferred by the NUANS automated system for further assistance (approximately 1,200 calls per year).</li></ul>
<b>Service Characteristics</b>
<p>Ongoing service. Characteristics and objectives are renegotiated annually.</p> <p>Service Available:</p> <p>M – F: 08:00 – 17:00, excluding Institute holidays</p> <p>Callers outside of the above hours will be played a voice-message and then directed to the NUANS (dial 1111) system.</p> <p>Service is available to all BCIT departments, campuses, and the public.</p>
<b>Operator Service Level Objectives</b>
<ul style="list-style-type: none"><li>• Operators will be courteous, will work to identify each caller’s issues, and will direct calls to the appropriate resources</li><li>• Operators will take sufficient time to resolve each caller’s query before moving on to the next caller</li></ul>
<b>Facilities and Campus Development Service Level Objectives</b>
<p>Within service hours, Switchboard will be staffed such that:</p> <ul style="list-style-type: none"><li>• Calls to Switchboard will be answered by a live operator</li><li>• Answered call wait time will be less than 10 seconds on average each month</li></ul>

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<b>Customers of This Service</b>
Included: <ul style="list-style-type: none"><li>• All BCIT Schools and Departments.</li><li>• Administrative staff, instructional staff, and BCIT trades.</li><li>• Students, researchers, BCIT business partners and vendors, and the general public.</li></ul> Not included: <ul style="list-style-type: none"><li>• Telemarketers</li></ul>
<b>Business Process Enabled by This Service</b>
This service provides personal assistance to connect the public, students, and staff with BCIT personnel, information, and resources.
<b>Customer Role</b>
Departmental Telecommunication Coordinators: <ul style="list-style-type: none"><li>• Maintain a current duty roster and events list if applicable.</li><li>• Advise Switchboard of any all-staff meetings.</li><li>• Nominate a default contact person who will be the live voice for the area.</li><li>• Advise ITS of any directory listing changes.</li></ul> Safety, Security, and Emergency Management: <ul style="list-style-type: none"><li>• Will accept emergency related calls at “2248” 24/7</li></ul> BCIT Staff: <ul style="list-style-type: none"><li>• Utilize the NUANS system where appropriate.</li><li>• Follow BCIT Policy 3501 and BCIT Guideline 3501-GU1</li></ul> All callers: <ul style="list-style-type: none"><li>• Be respectful, abide by BCIT’s Code of Conduct and Harassment and Discrimination Policies.</li></ul>
<b>How to Access This Service</b>
Callers may reach Switchboard by calling 604-434-5734.
<b>Related Policies</b>
1500 – Code of Conduct 7507 – Harassment and Discrimination 7100 – Safety and Security 3501 – Acceptable Use of Information Technology

**FACILITIES AND CAMPUS DEVELOPMENT  
SERVICE COMMITMENT: BCIT Switchboard**

**Appendix 1 – Customers and call escalation**

<b>Line</b>	<b>Department</b>	<b>Call Escalation</b>	<b>Hours</b>	<b>Busy times</b>
8816	International Student Centre	<ul style="list-style-type: none"> <li>• <a href="mailto:BCIT_International_Student_Center@bcit.ca">BCIT_International_Student_Center@bcit.ca</a></li> <li>• Supervisor Student Administration, Registrar's Office</li> </ul>	8:30 AM - 4:30 PM	Jul – Sep Jan Apr – May
7707	International Student Entry Program	<ul style="list-style-type: none"> <li>• <a href="mailto:BCIT_International_Student_Entry_Program@bcit.ca">BCIT_International_Student_Entry_Program@bcit.ca</a></li> </ul>	8:30 AM - 4:30 PM	N/A
8379 7799	Bookstore	<ul style="list-style-type: none"> <li>• <a href="mailto:BCIT_Bookstore@bcit.ca">BCIT_Bookstore@bcit.ca</a></li> <li>• Website</li> <li>• Students to contact their Department or Instructor</li> <li>• Last resort, calls can be transferred to Rebecca Scott (2014.09.09)</li> </ul>	Reg: 9:00 AM – 4:00 PM Busy: 9:00 AM – 7:00 PM	Aug – Sep Jan (no voice-mail during peak times)
1610 8899 6399	Registrar	<ul style="list-style-type: none"> <li>• Supervisors</li> <li>• Managers</li> <li>• Registrar</li> </ul>	Reg: 8:00 AM – 5:00 PM Busy: 8:00 AM – 7:00 PM	Sep, Jan, May
7444	ITS Help Desk	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	M-F: 8:00 AM – 9:30 PM Sat/Sun: 8:30 AM – 2:00 PM	Aug – Sep Jan – Feb
	Recreation Services Aboriginal Services Counselling Student Health Financial Aid Disability Student Housing	<ul style="list-style-type: none"> <li>• Coordinator for the area</li> <li>• Director Student Services</li> </ul>	Most: M-F 7:00 AM – 5:00 PM Housing : 24/7 Rec Serv: M-F 6:00 AM	Aug/Sep Jan

**FACILITIES AND CAMPUS DEVELOPMENT**  
**SERVICE COMMITMENT: BCIT Switchboard**

			- 11:00 PM	
	Schools	<ul style="list-style-type: none"> <li>• ATC – direct callers to ATC Reception 604.419.3777</li> <li>• SOT – Instructor, Program Assistant, then Chief Instructor</li> <li>• Others – Instructor, Program Assistant, Chief Instructor</li> </ul>	7:00 AM – 10:00 PM	Sep – Apr
	Logistics	<ul style="list-style-type: none"> <li>• n/a</li> </ul>	8:00 AM – 4:00 PM	Oct – Nov Feb - Mar
2248 6856	SSEM	<ul style="list-style-type: none"> <li>• Direct emergency calls to 2248. If 2248 overwhelmed, direct calls to manager cells.</li> <li>• Callers looking for a family member or looking for an employee should be directed to 6856</li> </ul>	24/7 Admin: 7:30 AM – 3:30 PM	n/a

## **Appendix 2 – Frequently Asked Questions at Switchboard**

- I cannot get through to a live person using the ##### line, please help.
- A potential employer is trying to confirm my BCIT credentials but cannot reach a live person using the ##### line, please help.
- How do I call my voice-mail from off campus?
- How do I get an update made to the directory?
- I can't get through to my program head, instructor, or advisor, who can I speak to?
- I need to speak to my part-time instructor immediately, what's his/her number?
- I'm a parent of a student, how do I find out if he/she is attending class, find out about his/her grades, contact him/her?
- What are the hours for the Library, Registration, Admissions, Student Records, Financial Aid, Bookstore?
- I need help with my computer login, please help.
- I need help accessing my distance education course, please help.
- I can't find the information I need on BCIT's website, please help.
- What number do I call to register at the DTC?
- Can you fix my staff phone?
- Our department needs its web page revamped, who do I contact?
- When and where is my course and what is my course number?
- What course materials do I need and how do I reach my instructor to find out?
- Where is the lost and found?
- Can I pay for my course later?
- I'm taking a BCIT course offered off-campus at a local high school, what is the contact number and where is the course located?
- How can I get my marks or diploma from Student Records?
- I want to withdraw from my course, how can I get my money back?
- I need medical services, please help.
- How do I dispute my parking ticket?
- I'm at \_\_\_ campus; can you give me directions to...?

**FACILITIES AND CAMPUS DEVELOPMENT**  
**SERVICE COMMITMENT: BCIT Switchboard**

## Appendix 3 - Customers

*Significant Customers Switchboard Fields Calls For:*

- Admissions
- Facilities trade tool rooms
- Apprenticeship Services
- Co-op (Centre for Work Place Training)
- Disability Resource Centre (DRC)
- Facility Services
- Financial Aid 8555
- Finance (for tuition refunds)
- International Credit Evaluation Group
- International Student Entry Program
- IT Help Desk 7444
- Logistics
- Medical Services 8608
- Purchasing
- Safety, Security, and Emergency Management
- Student Employment Centre 8666
- Student Records
- Student Registration

*BCIT Website References to Switchboard:*

<http://www.bcit.ca/contacts/> - Switchboard listed as a contact number.

<http://www.bcit.ca/parking/> - Information about closures due to inclement weather will be recorded on the Switchboard line.

<http://www.bcit.ca/about/burnaby.shtml> - Switchboard listed as the Burnaby contact number.

<http://www.bcit.ca/about/downtown.shtml> - Switchboard listed as the DTC contact number.

<http://www.bcit.ca/safetyandsecurity/snowclosure.shtml> - Information about closures due to inclement weather will be recorded on the Switchboard line.

[http://www.bcit.ca/files/pts/pdf/pt\\_instructors\\_handbk.pdf](http://www.bcit.ca/files/pts/pdf/pt_instructors_handbk.pdf) - Switchboard listed as the Burnaby campus number in the Part-time Instructor Handbook.

[http://www.bcit.ca/files/safetyandsecurity/pdf/emergency\\_guide\\_bby\\_2013.pdf](http://www.bcit.ca/files/safetyandsecurity/pdf/emergency_guide_bby_2013.pdf) - Switchboard listed as the Burnaby campus number in the Burnaby Campus emergency response manual.

[http://www.bcit.ca/files/safetyandsecurity/pdf/emergency\\_guide\\_bmc\\_2012.pdf](http://www.bcit.ca/files/safetyandsecurity/pdf/emergency_guide_bmc_2012.pdf) - Switchboard listed as the Burnaby campus number in the Burnaby Marine Campus emergency response manual.

<http://www.bcit.ca/files/hr/pdf/fsa0710ca.pdf> - Faculty and Staff Association Collective Agreement 2.1.9.4 indicate that Switchboard will provide service for the union.

**FACILITIES AND CAMPUS DEVELOPMENT  
SERVICE COMMITMENT: BCIT Switchboard**

**Appendix 4 – Facilities Services Call Disposition**

<b>Issue</b>	<b>Classification</b>	<b>Dispatched to</b>
Life	Emergency	SSEM
Safety		SSEM
Flooding (washrooms, pipes)		FS Plumbing
Flooding (roof leaks)		FS General Trades
Snow Removal		FS Grounds
Power Outage		FS Electrical
Elevator		Kone
Temperature	Emergency or Routine depending on situation	FS HVAC
Power issues		FS Electrical
Lighting issues in classrooms		FS Electrical
Spill cleanup		FS Custodial
Fire alarms		SSEM
Door alarms		SSEM
Running toilets		FS Plumbing
Refrigeration issues		FS HVAC
Garbage pickup	Routine	FS Custodial
Supplies		FS Custodial
Pest		FS Custodial
Garbage pickup	Planned	FS Custodial
Recycling		FS Custodial
Room dividers		FS Custodial or FS General Trades
Installations		FS General Trades
Desk locks		FS General Trades
Satellite Campuses		Compass
Annacis Island Maintenance		Vancouver Community College