

An abstract geometric design on the left side of the page, composed of various triangles and polygons in shades of teal, blue, and grey. The shapes are interconnected by a network of small white dots, creating a complex, crystalline structure.

EDUCATION SUPPORT and INNOVATION

A dark grey, circular graphic with a small notch at the top right. It features a white dotted line along its inner circumference. The text "ANNUAL REPORT 2020" is centered within the circle in a white, bold, sans-serif font.

ANNUAL
REPORT
2020



Message from James Rout,

Associate Vice-President, Education Support and Innovation



In light of the numerous challenges that 2020 presented on many levels, I am particularly inspired to consider all the achievements and contributions from our teams in Education Support and Innovation over the course of this past year. This annual report represents a snapshot of the highlights of our efforts during a particularly complex and tumultuous period.

BCIT's [e-Learning Strategy 2020–2022](#) was endorsed by Education Council just two weeks before the Institute transitioned to remote teaching and learning due to the COVID-19 pandemic. This proved to be fortunate timing, as it provided us with a clear roadmap and strategy at a deeply challenging time for our staff, faculty, and students. The Learning and Teaching Centre responded

by rolling out a wide range of resources and workshops, including enhanced training and support for several thousand faculty members throughout the pandemic response. We marshalled resources, pulled together, and made outstanding contributions across the board.

Our teams in Library Services made tremendous efforts to support students and faculty with the transition to remote learning. Librarians worked closely with faculty to help them incorporate effective online resources and content in their courses, and identified a wide range of online databases and material to support blended and remote learning. Reference and research support services were provided online through AskAway, supported by a provincial consortium with live-chat contributors from over 30 post-secondary institutions across BC. Learning Commons and Peer Tutoring services transitioned online, and the team in MediaWorks made significant contributions to support first responders in the province by 3D printing personal protective equipment for healthcare workers.

Throughout this challenging period, we also remained committed to making progress in our goals to advance learning and teaching innovation in open education. We marked our sixth year of offering resources and grants for the development and adoption of open education resources. BCIT has a passionate group of faculty who are committed to leveraging the power of open education in their teaching practices.

As we transition to 2021, I'm looking forward to continuing our efforts to support our faculty and students across BCIT. I'm honoured to work with such outstanding colleagues and teammates across our Education Support and Innovation division.

Message from Alison Nussbaumer,

Director,
Library Services



The year 2020 brought us a new reality that challenged our thinking and ways of working and being. Suddenly life changed. On March 17, 2020, the Library physically closed. From that day to this, I am proud to say that the Library team has met all the changes and challenges with creativity, collaboration, and tenacity. Together we have learned how to deliver and provide strong academic support to our students and faculty in a new e-learning environment.

Library resources and services were well positioned for the initial transition into e-learning. We provided uninterrupted access to our electronic information

resources and digital collections. We “met” with our students and faculty via online chat, expanded our presence within the Learning Hub, and joined the “Zoomers.” During the transition, MediaWorks was able to use the hiatus in student 3D printing to create over 2,200 ear savers, which were donated to healthcare workers at multiple hospitals.

By the fall, the Learning Commons staff had redesigned the entire Peer Tutor program to an e-service model, offering 107 e-tutoring hours to students per week. Public services staff created a curbside pickup program for materials, including printed works, technology, and student identification cards. Continued collaboration with other BCIT partners enabled us to participate in the new e-version of student and faculty engagement activities such as Big Info, Science Literacy Week, and Open Education Week. We have a growing number of participants in the e-version of the Library’s Any Book Book Club and the Food for Thought series.

As the fiscal year 2020 has ended, we are now able to recommence our focus forward. We are reorganizing. We are pursuing a key goal in our Strategic Plan to review our operations and services in order to improve and enhance our support of student learning and faculty teaching. We will be a strong partner in BCIT’s e-Learning Strategy.

Through reflection, consultation, and strategic planning, we continue to redefine how we provide strong academic support to our students, staff, and faculty.

Message from Brian Hosier,

Director,
Learning and Teaching Centre



Welcome to the second ESI Annual Report. For the LTC, 2020 was a year without precedent. We began the year with Education Council's approval of our e-Learning Strategy to provide a vision and roadmap for e-learning at BCIT. As a complement to our Learning and Teaching Framework launched several years earlier, the e-Learning Strategy was perfectly timed with the onset of the COVID-19 pandemic.

In a matter of days from the start of the pandemic lockdown, the Institute quickly pivoted to move all teaching online. The LTC has been critical in supporting faculty and schools in the new 100% online mode of delivery. I am so proud of the LTC team, who rose to the challenge with the delivery of countless virtual classroom workshops, training sessions, virtual office hours, new

job aids, and more. As many instructors struggled with the new normal of fully online delivery, we supported the schools by helping them learn effective online teaching practices and by developing many new web-based simulations and 360° videos of shops and labs. Our Learning Hub support team handled an unprecedented call volume to keep students and instructors working as efficiently as possible online.

With the rapid implementation of new systems to support remote exams invigilation during 2020, students took more than 60,000 online exams that previously would have been taken in person. Assessment was one of the areas in which the LTC helped our faculty get new skills as they struggled to deliver their curriculum remotely.

Throughout the year, we realigned some of the LTC teams to focus on areas where the demand for service was the highest, with all teams working extended hours as needed. Our clients appreciated our ability to be agile and to collaborate across our teams. While the pandemic is far from over, the LTC has been critical to BCIT's ability to deliver high-quality education online, and we will continue to offer that support as we return to the campus, hopefully sometime in 2021.

ESI First Response

EDUCATION TECHNOLOGY SERVICES (ETS) HELP DESK

During spring break, BCIT announced that, following a one-week delay, classes would resume in online form. ETS took on the monumental task of helping instructors move their courses to the Learning Hub, successfully handling an unprecedented number of Help Desk requests.

EMERGENCY ECOACHING FOR INSTRUCTORS

In nine weeks, Instructional Development Consultants (IDCs), with help from ETS staff, delivered more than 60 classes in online instruction methods to approximately 1,800 instructors. IDCs also offered one-on-one coaching through daily scheduled office hours.

CROSS-TEAM ASSISTANCE TO ETS

- Course production helped with the influx of online exam requests.
- Instructional Materials Developers (IMDs) and the Instructional Assessment group helped with sessional cross-listing and other tasks to free ETS staff for Help Desk calls.
- LTC staff created job aids designed to reduce Help Desk calls.

Early Feedback

"You have done a phenomenal job of providing resources and sessions. Your efforts are very much appreciated."

"Thank you for the support. I'm really proud to be part of BCIT during this crisis. The teamwork and support have been super."

"I do appreciate the hard work everyone has done and feel fortunate to have your support."

"I would like to express my sincere appreciation for the wonderful job that you have done in supporting us instructors."

LIBRARY

Many resources were already in place prior to lockdown, so librarians were able to smoothly transition online without interruptions to services. Library staff let instructors know early on that they were available to support them and could provide reference help through chat, phone, or email. Instructors welcomed staff's willingness to help them access databases and other online resources they needed for teaching. Shortly after closing physically, the Library re-established ID card production and pickup services for borrowed material. Satellite campuses started filling online ID card requests for students who requested pickup at satellite locations.

BCIT LIBRARY REFERENCE SERVICES

Starting March 16, reference services moved fully online using AskAway, the online chat reference service. In half a month, they handled double the traffic that they did in all of March 2019.

Reference desk staff were instrumental in keeping AskAway open during the usual term break of April 11 to May 17 to accommodate students' transition to remote learning.

AUDIO VISUAL SERVICES

When learning shifted online, webcams, document cameras, headphones, microphones, and laptops all became hard-to-stock items, but the AV team found ways to safely get this gear to students, staff, and faculty to support the new teaching and learning environment. The team procured additional equipment where necessary, recalled borrowed gear, and redistributed items on a priority basis to the clients who most needed them.

AV also added installations to aid social distancing, including:

- prototype Learning Glass equipment in SE12-101P
- prototype universal online teaching lab in SE12-101N (use of DocCAM and pen displays to aid teaching on Zoom)
- modified SW01-1205 lecture theatre allowing hybrid local and remote lectures

FOCUSED EDUCATION PREPARATION ADVANCING FRONTLINE RNS

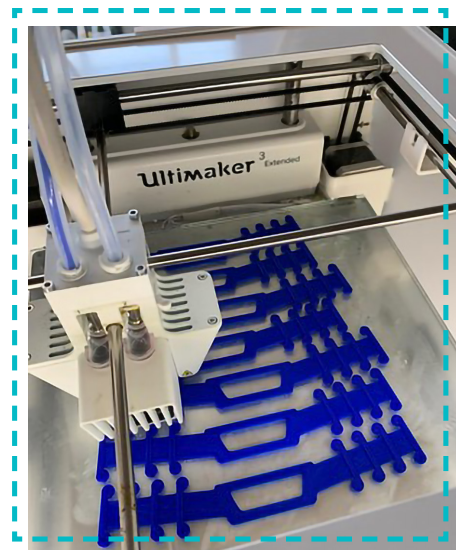
Early in the pandemic, the School of Health Sciences fast-tracked the release of [Focused Education Preparation Advancing Frontline RNs](#) (FEPA) on BCIT's new Free Online Learning Hub. FEPA upskills RNs and other healthcare providers who work with patients requiring telemetry monitoring, mechanical ventilation, and high-acuity care. The LTC contributed IDC development, graphic design, and ETS online implementation and support. The course received media coverage and has had more than 10,000 registrations to date.

VIDEO AND MULTIMEDIA PRODUCTION

The video group increased filming of 360° environments to replace hands-on practice with online instruction.

MEDIAWORKS SHIFTS TO EAR-SAVER PRODUCTION

When campus largely closed down, MediaWorks used its idle 3D printers to make [ear savers](#) for frontline healthcare workers. Ear savers help alleviate the discomfort and irritation caused by ear loops on masks. MediaWorks teamed up with colleagues from Biomedical Engineering to print approximately 100 ear savers a day. By April, more than 2,200 ear savers had been printed and delivered to healthcare workers in the lower mainland.



New Initiatives in 2020



E-LEARNING STRATEGY 2020–2022

Aligned with the BCIT Strategic Plan, the BCIT Education Plan, and the Learning and Teaching Framework, the [BCIT e-Learning Strategy](#) outlines three core strategic directions: driving educational transformation; expanding our reach; and fostering growth, creativity, and innovation. The e-Learning Strategy provides a framework for developing tools and resources to empower faculty and programs to implement these guiding principles.

CREATION OF ETS SPECIAL PROJECTS OFFICE

The ETS Special Projects Office was created for education technology initiatives. The office develops and implements technology solutions for teaching and learning or related projects for non-instructional groups at BCIT. Projects in 2020 included the following:

- BCIT Employee Learning Centre (an HR professional development platform)
- BCIT Free Online Learning platform
- Student Success Hub
- TurnItIn authenticity validation (pilot testing and proposal for implementation)
- BCIT Policy 5900—Educational Technology (to guide and support decision-making and implementation of educational technologies across BCIT)
- ... and 83 other projects completed since April 1

ED-TECH HELP! CENTRE

To help instructors be more self-sufficient, ETS revamped its online knowledge base. Course designers and instructors can search the centre for countless self-help resources, including:

- big-picture overviews of education technology and models of use
- Learning Hub tool and technology overviews to help with decisions about which tool(s) to use
- task-specific step-by-step instructions to implement the available tools
- 182 job aids

FREE ONLINE LEARNING PLATFORM

[Free Online Learning](#), BCIT's platform for MOOCs (massive open online courses), was developed and implemented by the LTC Special Projects Office. The initial launch on October 1 included five courses: Digital Literacy & Citizenship, Focused Education Preparation Advancing Frontline RNs, Indigenous Awareness, Security Information and Event Management, and Transition to Post-Secondary Studies. These courses are free to anyone around the world and are delivered as self-paced, independent study using BCIT's Banner and Learning Hub platforms. Development resources are available to anyone who has a good idea for a course.

STUDENT SUCCESS HUB

IDC and ETS staff assisted Student Services in developing and implementing the Student Success Hub—a Learning Hub course for incoming BCIT students to complete before they begin their studies. The course is a one-stop resource site for new and returning BCIT students.

VIRTUAL REALITY TEACHING FRAMEWORK

IDC and ETS staff members worked with Francine Anselmo from Medical Radiography to produce a guide for instructors who would like to use VR in their classes. The project was funded by a [Learning and Teaching Framework grant](#).



REMOTELY PILOTED AIRCRAFT SYSTEMS WEBSITE

This year, the LTC developed a [website](#) for BCIT's Remotely Piloted Aircraft Systems (RPAS) Hub. The RPAS Hub is a collaborative centre that shares BCIT's collective knowledge about RPAS (or "drones") to promote education, training, and research across the Institute. The Hub is led by Dr. Eric Saczuk from the Geomatics department, who provides access to equipment, software, training, and expertise. The new website features faculty research and instruction ideas, student projects that incorporate RPAS techniques, and collaborations with industry partners.



FLASH-BASED LEARNING CONTENT

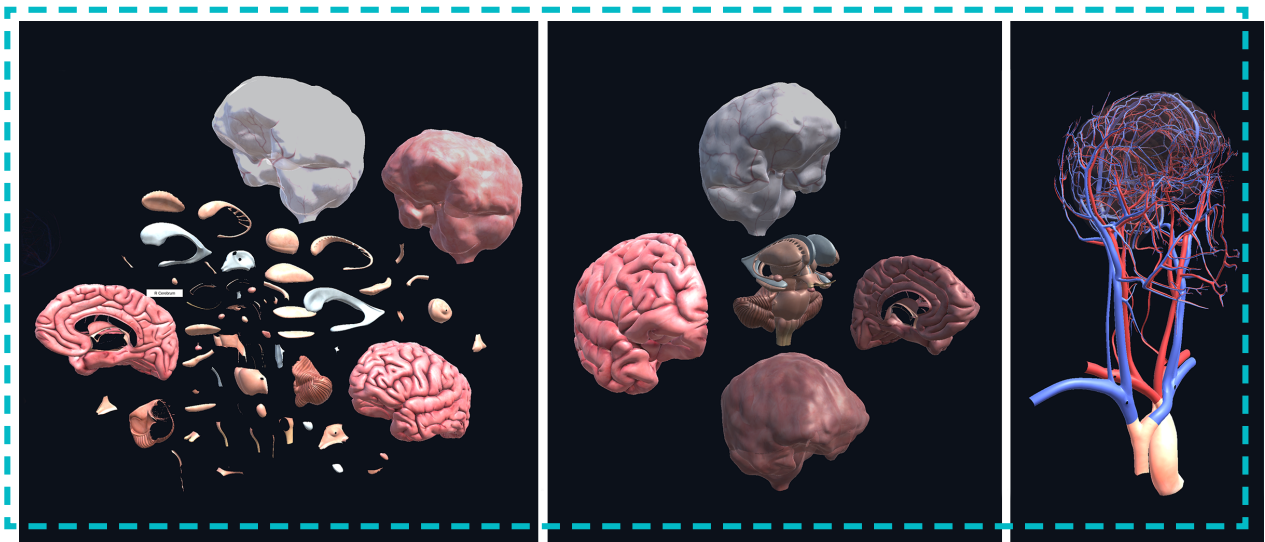
The year 2020 marked the end-of-life for the multimedia software platform Flash. This threatened to render some course content obsolete. The Virtual Simulation and Multimedia (VSM) team received 541 requests to update Flash content. With the help of other LTC teams, the VSM team completed 94% of those requests. Course Production, graphic designers, and IMDs collaborated with VSM to refashion Flash content to be compatible with the modern internet.

THE DISTRIBUTION GAME: A VIRTUAL REALITY GAME FOR THE SCHOOL OF BUSINESS

The VSM team created [the Distribution Game](#) for the School of Business. The two-in-one game lets students experiment with managing product distribution for a retail business. An algorithm embedded in the game simulates the bullwhip effect, in which a jump in demand is followed by a levelling out of the demand. Using this supply-and-demand algorithm, the game calculates key attributes such as operating profit, net profit, and order fill rate. The game helps students develop an intuitive understanding of how a day-to-day retail business works and how decision-making regarding distribution affects the different key attributes of a business.

UNITY WEB 3D MODELS

Using Unity Web, a program that allows users to view 3D content, the VSM team created multiple [3D models](#) for the School of Health Sciences (SoHS) and the School of Transportation (SoT). With simple mouse controls, SoHS students can explore the human body, including the skeleton, organs, veins, and arteries, by zooming in or dragging body parts out from the model to see the organs underneath. The same design principles apply to models designed for the SoT's Automotive Service Educational Program (ASEP). Students can disassemble a transmission virtually by using the mouse pointer to isolate the components or switch to a transparent mode to view specific parts while the transmission is still intact.



LEARNING COMMONS ONLINE PLATFORM

Peer Tutoring

Working with ETS, the Learning Commons team developed and implemented a remote tutoring platform using the Learning Hub. By the fall term, they were running over 40 virtual rooms per week, covering 17 subject areas on a drop-in basis. Despite the challenges of moving online, peer tutors displayed a strong commitment to supporting students' academic success and did an outstanding job of adapting to the virtual environment.



The Writing Centre

The Writing Centre also moved online this year to offer virtual drop-in sessions with writing tutors on the peer tutoring platform. In addition, the Library continues to work with WriteAway, an online writing support program for students. The program is a collaboration among several BC academic institutions that contribute tutoring hours in return for student access. This fall, three BCIT students worked as tutors. WriteAway requests increased substantially this year.

Online Study Skills & Information (OSSI) Room

New this year in the Learning Commons, the OSSI room is a drop-in space on the peer tutoring platform. In OSSI, students can connect with a peer and ask about anything, from tips for online study skills to time management or balancing a heavy workload. Currently running twice a week, the OSSI room is staffed by highly skilled peer tutors who respond to a wide range of queries.

New Online Learning Skills Seminars

Learning Commons faculty regularly lead a variety of in-depth, interactive sessions for students. In addition to past topics such as time management and exam preparation, this year, staff introduced a new seminar on approaches and strategies for successful online learning to help students master the new learning environment.

BCIT OPEN JOURNALS

In September 2020, the BCIT Library published the [*BCIT Environmental Public Health Journal 2014–2020*](#) in the open journal system. The journal includes 150 student articles in seven annual issues, and will be updated annually. BCIT's institutional repository librarian also taught 30 environmental public health students about open journal publishing and information literacy.

LEARNING OBJECT REPOSITORY

BCIT's institutional repository librarian collaborated with the LTC to improve the Learning Object Repository (LOR) in the Learning Hub. Users have always had difficulty finding resources in the LOR. Partnering with LTC and the SoHS, the librarian worked out a better metadata framework and created a template with standardized learning object metadata for people to use when they enter new learning resources into the LOR.

ZOTERO WORKSHOP FOR RENEWABLE RESOURCES PROGRAMS

Renewable Resources (RENR) asked the Library for a workshop on using Zotero, an open source citation management software program that helps researchers organize their research literature. Due to high demand, librarians ran two workshops for a total of 60 participants.

FIRST BCIT INTERNATIONAL WOMEN'S DAY

The Library and LTC organized the inaugural BCIT International Women's Day event. The theme of the event was "Celebrating women in teaching and learning at BCIT from its inception in 1964 to present day." About 120 people joined the festivities, which featured pictorial artifacts from BCIT Archives, live music by local rapper Ndid Cascade, celebratory cupcakes, and a special message from Kathy Kinloch, BCIT's first female president. At the end of the event, organizers auctioned off four canvas posters created by LTC staff, featuring archive photos of women in trades at BCIT.



UNIVERSAL DESIGN FOR LEARNING WORKSHOP

A two-day, in-person workshop in universal design for learning (UDL) was organized by the LTC faculty development coordinator in early February. UDL promotes building flexibility into course development to give all students an equal opportunity to succeed at academics. The workshop featured Frederic Fovet from Royal Roads University, an expert on using a variety of teaching methods to remove barriers to learning. The workshop was supported by funds from the Learning and Teaching Framework.

SCHOOL OF BUSINESS + MEDIA HIGH SCHOOL STRATEGY

The School of Business + Media (SoBM) collaborated with High School Partnerships to create a multi-faceted strategy specifically for BC high school students. This pilot project kicked off this fall with an online business case competition for grade 11 and 12 students. Students received training in creating and writing a specifically designed business case, and finalists had the opportunity to compete online before SoBM faculty/staff judges to win tuition awards to full-time programs.

EXPLORATION IN AVIATION CAREERS

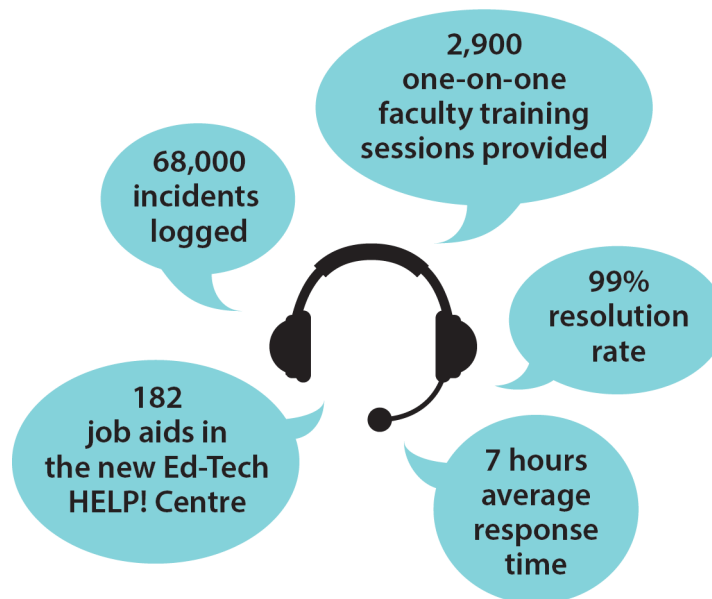
Several years in the making, Exploration in Aviation Careers is ready for takeoff. This innovative High School Partnerships program, created in collaboration with the Surrey School District and the School of Transportation, allows high school students to explore aviation educational and career pathways. The Educational Affiliation agreement between BCIT and the Surrey School District was signed in 2020, making it possible for the program start in 2021 despite the pandemic and its effect on the airline industry. Delivered over one semester, the program consists of ground school courses taught at North Surrey Secondary School by a teacher who is also a helicopter pilot, and five weeks of blended delivery classes taught at BCIT's Aerospace Technology Campus.



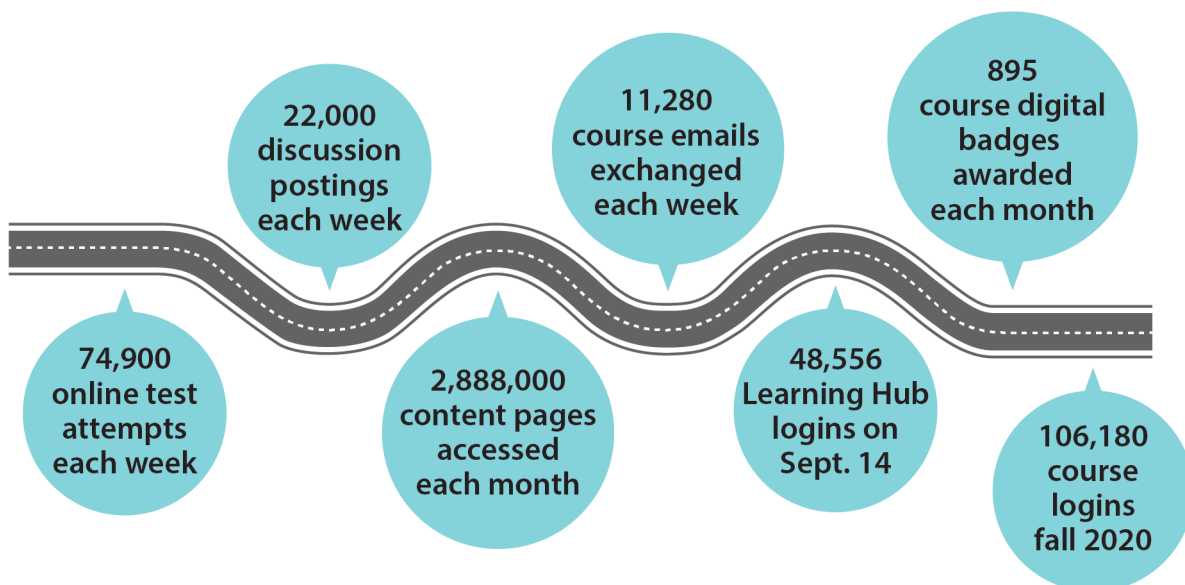
Annual Numbers

EDUCATION TECHNOLOGY SERVICES

Learning Hub Help Desk



Learning Hub Traffic



LTC RESOURCES FOR INSTRUCTORS

e-Learning Classes Led by IDCs and ETS

| e-LEARNING CLASS | NUMBER OF SESSIONS | NUMBER OF PARTICIPANTS |
|---|--------------------|------------------------|
| Virtual Classroom Familiarization | 26 | 983 |
| Creating Online Tests & Learning Hub Test Tools | 16 | 342 |
| Using Breakout Rooms & Video Assignment Tool | 9 | 259 |
| Making Assessment Decisions & Assessment Tools | 11 | 173 |
| Transitioning to Remote Learning | 5 | 110 |
| Online Instructor Tasks that Promote Student Engagement | 3 | 67 |
| Using the Grades Tool | 3 | 71 |
| Remote Proctoring | 1 | 55 |
| Digital Badging | 2 | 46 |
| ePortfolios | 1 | 16 |

Special June Sessions Led by IDCs

| e-LEARNING CLASS | NUMBER OF SESSIONS | NUMBER OF PARTICIPANTS |
|-----------------------------|--------------------|------------------------|
| Course Development Clinics | 10 | 132 |
| Sprints (2–3 day workshops) | 11 | 136 |

Regular IDC-Led Workshops

| e-LEARNING CLASS | NUMBER OF SESSIONS | NUMBER OF PARTICIPANTS |
|-------------------------------------|--------------------|------------------------|
| Instructional Skills Workshop (ISW) | 23 | 85 |
| Fostering Learning Online (FLO) | 16 | 185 |

Individual office hours support sessions...too many to count!

ESI—All You Need to Know

- 41 weekly newsletters on technology innovations, education news, and resource availability

Surveys

- 60+ Survey Monkey surveys created by LTC administrative staff

AV DEPARTMENT: UPGRADES AND INSTALLATIONS

September 1, 2019, to November 3, 2020:

- 56 projects completed, including revamp of Town Square A/B, C and D
- 11 projects substantially completed

Summer maintenance and inventory testing:

- > 650 rooms across all campuses

LIBRARY

Circulation Statistics

Total checkouts: 36,285

Total room bookings: 21,611

- Library: 7,564
- ATC: 334
- SE2: 3,584
- SW1: 9,072
- NE1: 1,057

Total library cards produced:

- ID cards: 8,249
- COVID specialty ID cards produced for the healthcare staff working at the Burnaby Central Park testing site: 75



BCIT Archive Statistics



11,000+
photographs



100
videos



+362 GB
of websites



2000
full-text
searchable
PDFs

Research Help Questions

January 1–March 15: 849

(includes questions asked at the desk, in online chat, direct via email, telephone and Ebrarian)

Average time per question: 4.77 minutes

Total time spent on questions: 5,206 minutes (approx. 87 hours)



directional



printing



reference



technical



textbook

March 16–December 31: 1,101

(includes questions asked in online chat, direct via email, telephone, and Ebrarian)

Average time per question: 23.46 minutes

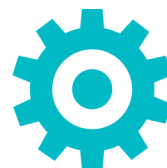
Total time spent on questions: 17,512 minutes (approx. 292 hours)



online
reference
questions



reference
or research
questions



technical &
e-resource
access



directional



textbook



interlibrary
loan



citation



circulation

Library Orientation Sessions (January to November)

- Total sessions: 126
- Total students: 3,153

clRcuit: Institutional Repository

Theses and Applied Research Project (ARP) papers in clRcuit are findable in Google Scholar and open to the world.

Added to clRcuit this year:

- 20 student capstone papers
- 30 master's theses (back years added)

Ongoing Work

LEARNING & TEACHING CENTRE

Program and Course Development

In addition to emergency coaching in Learning Hub technology and online course design principles, IDCs supported schools and instructors with regular course and program development. Other LTC staff contributed to these projects with graphic design, video, multimedia, editing, and course production expertise.

A sampling of courses we assisted with:

- Business of Sawmilling
- Canada Customs and Free Trade Agreements
- Duty to Accommodate
- Focused Education Preparation Advancing Frontline RNs (FEPA)
- Forensic Health Sciences Violence and Trauma
- Information Literacy
- Intercultural Communication for Faculty
- International Student Entry Program
- Internet of Things (Foundations of IoT, Applied IoT)
- Interprofessional Patient Care
- Lumber Sales and Marketing
- Marine Engineering
- Mass Timber Microcredentials
- Nephrology
- Operations Management
- Perioperative Nursing
- Road Area Management
- Specialty Nursing: Breastfeeding
- Specialty Nursing: Contraceptive Management
- Wastewater Treatment
- Wood

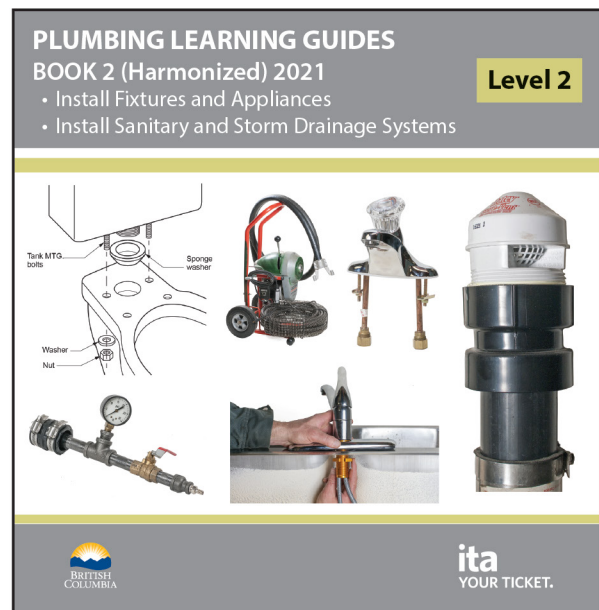
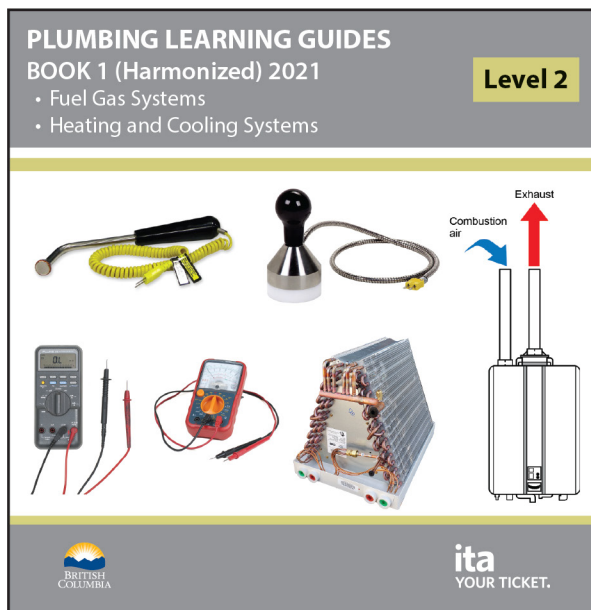
IDCs and IMDs also assisted the schools with program documents, such as self-study reviews, curriculum reviews, notices of intent, proposals, and major change documents.

A sampling of program documents we consulted on:

- Associate Certificate in Business of Sawmilling
- Associate Certificate in Indigenous Entrepreneurship
- Associate Certificate in Occupational Health and Safety
- Bachelor of Business Administration
- Bachelor of Creative Industries
- BSN (Specialty Nursing)
- Certificate in Network Administration and Security
- Certificate Technical Web Designer
- Diploma in Accounting
- Diploma in Chemical and Environmental Technology
- Diploma in Finance
- Diploma in Financial Planning
- Diploma in International Business Management
- Diploma in TV & Video Production
- Diploma of Digital Design and Development
- Graduate Certificate in Business Analytics
- Graduate Certificate in Global Leadership
- Master of Applied Science
- Master of Engineering

Trades Course Update

The LTC once again brought together a team comprising an IDC, IMD, graphic artist, and documentation specialist to work on a course for Trades Training BC, Level 2 Plumbing. The team takes material written by subject matter experts to update and consolidate training manuals for use across the province. Trades textbook production supports the Trades Harmonization Project and the Industry Training Authority.



Professional Development for Schools

IDCs offered an array of professional development activities to schools and instructors:

- led targeted workshops for School of Construction, ISEP faculty, and Interior Design faculty
- led regular workshops such as ISWs and FLOs
- assisted School of Nursing in rolling out the new BSN curriculum
- assisted Specialty Nursing in rolling out a new approach to clinical evaluation
- supported the Learning and Teaching Framework Committee in allocating \$60,000 in LTF grants
- supported BCIT's Instructional Development Committee in allocating instructional enhancement grants (IEGs)
- assisted the Open Education Working Group in awarding more than 25 Open Education Grants to faculty and staff

Course Production

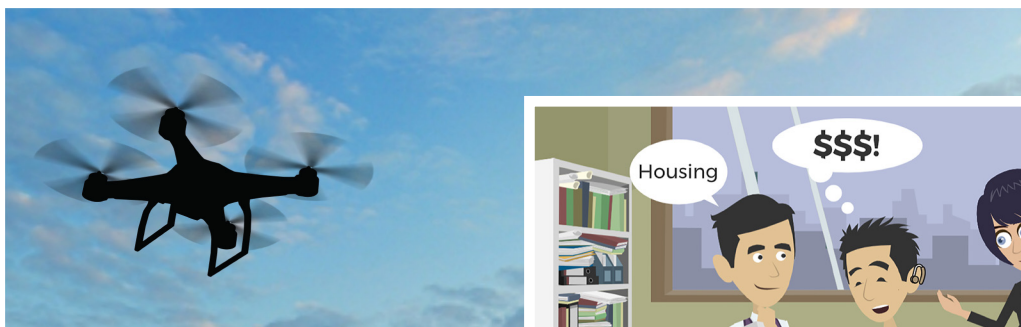
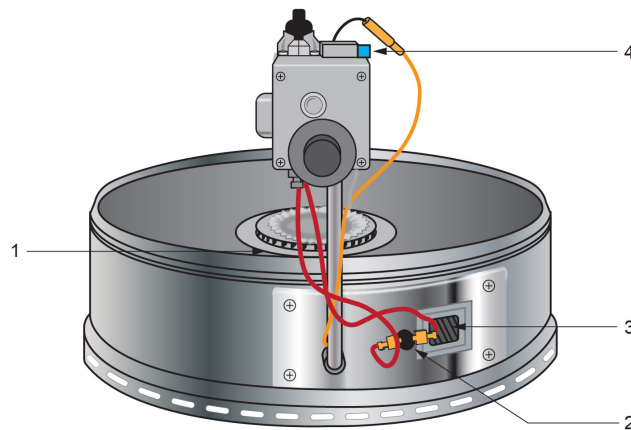
The course production team continues to evolve and explore innovations that advance the development of online courses. When COVID-19 hit, the team pivoted to assist ETS with the influx of online exam requests—135 in total—while maintaining a consistent and reliable output of 385 module builds in 44 courses. They also helped retrofit 20 courses by converting, restructuring, and restyling them to improve the learner experience. The team of developers and course specialists are excited about the upcoming launch of an online question conversion tool that helps instructors manage their assessments. They are also looking forward to the launch of a new web service that converts Word content into HTML.



Graphic Design

In addition to providing rush graphics for the FEPA course offered in response to COVID-19, the LTC graphics group contributed to other special projects:

- BCIT Accessibility Services: a series of graphics to help people with disabilities, including an introductory video on how to apply to BCIT and the resources available to people with disabilities. With the recording studio inaccessible in these COVID-times, Hugh from AV assisted with voice-over narration from home—a great example of staff using creativity to collaborate from a safe distance.
- Plumbing Apprenticeship Program Level 2 for the Industry Training Authority: 100s of technical illustrations were created.
- BCIT International: a series of scenarios and concepts for Intercultural Teaching and Learning, a professional development course designed to help instructors improve their teaching by understanding the perspectives of international students.
- inaugural 2019 ESI Annual Report
- promotional material for RPAS Hub



Instructional Assessments Online (IAO)

In 2018, the Instructional Assessment group implemented Explorance Blue, an online system for collecting student feedback on courses. This online system proved its worth under lockdown: not only did course surveys continue, but the response rate increased by 5% in the second half of the year.

In February, a committee of BC's post-secondary educators who use Blue held their annual meeting at BCIT, hosted by LTC's Nancy Morello, committee chair. They discussed various technical issues and the type of reporting senior leadership would like to see. All Instructional Assessment staff members completed multiple advanced certifications in Blue to better support BCIT students and instructors.

Noteworthy numbers from IAO for the year:

- ~9,000 CRNs included in online assessments
- 230,000+ survey invitations sent to students

BCIT LIBRARY

Once the Library had transferred its essential programs online, staff continued working to maintain regular Library programs.

Collections

The Library is continually making more collections available online, and therefore staff were able to fulfill many reference requests even when the physical building was closed. Collections staff prioritized e-content, including e-books and e-textbooks; increased streaming video content; added new online resources—Fairchild (interior design), Capital IQ (business), and Oxford Reference (ISEP); and expanded the CSA standards collection.

ATC Campus

The ATC Library coordinator returned to campus in September and has been successfully managing the ongoing challenge of access to class sets of textbooks while maintaining COVID protocols. In response to the increased demand for online resources, the Library attained off-campus access to a number of previously "unobtainable" e-resources.

Library Orientations

In 2020, the number of Library orientations fell by 15%, and the number of students who attended an orientation fell by about 40% compared to 2019. This drop is likely the product of the hard work that librarians have invested in creating learning objects, including instructional videos, which in some cases replaced face-to-face orientations. Current measurements do not capture the rate of usage for these new materials. Some instructors are adjusting the research requirements of their assignments to help ease the transition for students to online learning, possibly reducing the demand for Library orientations.

| | 2019 | 2020 |
|---------------------|-------|-------|
| January 1–March 31 | 51 | 48 |
| April 1–November 10 | 97 | 78 |
| Total sessions | 148 | 126 |
| Total students | 5,232 | 3,153 |

Seed Library

After the shutdown, the seed library mailed out over 160 seed orders to students and staff across the lower mainland (and a few beyond) when seeds couldn't be handed out as usual.

Open Education at BCIT

The [Open Education Grants](#) program was expanded to support faculty's transition to online teaching. Grant proposals were accepted throughout 2020/21 with rolling deadlines. Twenty-eight grants were approved for diverse projects, from open textbooks in engineering to learning materials in the trades.

Open BCIT has moved under the umbrella of Education Council's ETLD Committee. The committee approved revised [Open Education Best Practices and Guidelines](#).

HIGH SCHOOL PARTNERSHIPS

Technology Education and Literacy in Schools (TEALS)

TEALS is a Microsoft Philanthropies program that pairs high-tech industry professionals with high school teachers. ESI has been leading the TEALS rollout in Canada since 2018 and now has 13 BC high schools in the program. BCIT has been instrumental in supporting this program by providing grants to high schools and funding the redesign of the TEALS curriculum to better align with Canadian educational standards and local industry.

Carly Orr from the SoCAS faculty heads this curriculum redesign. For 2020, she collaborated with the Microsoft TEALS team on localizing the TEALS Python curriculum. Updates included:

- new lessons on financial literacy to align with the new grade 11 curriculum (math path)
- new lessons on modelling mathematical problems to align with the grade 11 curriculum
- new activities with First Nations context to align with the BC curriculum (all paths)
- updates to previously added Canadian lessons, based on feedback received from teachers

Recently, Carly has also been joining TEALS community meetings for teachers and mentors. This has helped her understand the new challenges teachers have faced during the pandemic, mixing remote, in-person, and asynchronous modes of learning.

In-person events came to an end with the shutdown in March, but ESI staff regrouped to offer most activities online.



Events in 2020

Annual Library Events

- [Science Literacy Week](#)
- [Media Literacy Week](#)
- [Exam Jam: Spring 2020](#)

Any Book Book Club

In April, the monthly Any Book Book Club moved its meetings to Zoom. Group members discuss what they've just read, what they're currently reading, and what they plan to read next.

BCIT Non-Con

BCIT Non-Con is an annual event started five years ago by Library staff as a way to share resources for information literacy. It's a half-day event promoted as "all the networking and idea-sharing of a conference without the cost." This year, the event successfully shifted online, which attracted librarians from outside the lower mainland—25 in total.

Food for Thought

Food for Thought continued providing a forum to promote the exchange of ideas and showcase innovation and educational technology across BCIT. The lunchtime series, offered jointly by the Library and the Learning & Teaching Centre, was interrupted during the initial lockdown but resumed in the fall. The number of participants shows the continuing interest in the Food for Thought series:

- Sept 2019–Feb 2020: 13 events with 270 attendees
- October–November 2020: 12 virtual events, with 130 attendees

Open Education Week and Open Access Week Multi-Institutional Events

- [Open Education: Transforming Practice Through Innovative Classroom Projects](#), BCIT speaker Chad Flinn
- [Open Access in Action: Tales from Five Institutions](#), BCIT speaker Carol Wenzel

Emerging Media BC

BCIT sponsored November's virtual event for Emerging Media BC, which showcases AR/VR work in the province. Hosted by James Rout, the event included two LTC projects—Be the Beam, presented by Daniel Block, and Assessing Coastal Sustainability Using 360 Degree VR Images, presented by Jennifer Madigan and Chris Cambon. Dan explained how his team worked with Medical Radiography on an application that helps students experience a medical imaging environment. Jennifer and Chris worked with Natural Resources and Engineering to recreate 360° coastal environments that students can explore virtually as they learn how to restore and protect shorelines that front property developments.

PROFESSIONAL MILESTONES

Lynda Beveridge started her PhD the same academic year she started at BCIT. After seven years, Lynda is finally Dr. Beveridge! At the beginning of the COVID shutdown, in early April, she successfully defended her PhD research, *Witnessing a Mosaic Emerge: The Phenomenon of Transformative Learning Within a Professional Master's Degree Program*. Hers was the first fully online defence for SFU's Faculty of Education.

Lin Brander completed a two-year term as Chair of the BC Open Education Librarians group (BCOEL). She sits on the BCcampus STEM Advisory Committee and attended two conferences this year:

- OLA Superconference, Toronto
- CARL Open Education Leadership Essentials, Toronto

Bryan Fair completed an Advanced Diploma in Mediation and Adjudication from Osgoode Hall at York University. This supports his work as Chair of BCIT's academic tribunal, the Decision Review Board.

Instructional Assessment staff members completed advanced certifications in Explorance Blue.

The Audio Visual Services team dedicated a lot of time to professional development, completing various courses in Extron programming & support, communications, digital signage, and more.



