



EDUCATION SUPPORT & INNOVATION

ANNUAL REPORT
2021



James Rout, Associate Vice-President, Education Support and Innovation

It has been an exceptional year on many levels, from the challenges of navigating a global pandemic to the significant achievements we have made in our Educational Support and Innovation division. It is heartening to look back on the many successes of our academic support teams over the course of the past year. This annual report represents a snapshot of our activities, and a recognition of how much we have achieved in support of our students, our faculty, and the BCIT community.

Throughout this past year, our teams in Library Services have provided an extraordinary level of support to our faculty and students, while facing the demands of shifting between online and in-person services and virtual and physical facilities. Our High School Partnerships program undertook innovative new ventures with our partners in the K–12 system. Our teams in the Learning and Teaching Centre pushed forward with our e-Learning Strategy and provided tremendous support for our faculty as they shifted between online, hybrid, and in-person teaching. I am immensely proud of all the outstanding work that has been achieved by our teams in ESI and so pleased that we can showcase our efforts and activities in this 2022 Annual Report.



Alison Nussbaumer, Director, Library Services

When people ask me what it was like working in the Library in 2021, it opens the door for me to tell the story of growth, change, and trust that occurred among us. The result was unparalleled opportunities for Library staff to collaborate and communicate in meaningful ways. We lowered internal barriers, built a wholistic view of all Library services, and facilitated creative partnerships across departments. While our focus is outward, supporting the learning of our students and the teaching and research of our faculty, we strengthen our ability to do this when we strengthen ourselves.

In 2021, we completed the second year of a two-year process to reorganize the Library. This process, which included significant collaboration, communication, and learning, resulted in a new organizational structure, acknowledgement of considerable changes in daily operations in all departments, and the revision and submission of job descriptions for our staff. The librarians collaborated to align two vacant positions with BCIT's needs. The result was the successful recruitment of an Emerging Technology/Open Education librarian and a Data/Graduate Studies librarian.

Finally we set the stage for the future. Celebrating our successes from the Library's 2019–21 strategic plan and “closing it out,” we moved into scenario-planning. Three teams, over three months, learned how to scenario-plan. The teams researched, created the focus question, and designed three unique scenarios envisioning the Library's post-pandemic hybrid future. The scenarios helped inform our new strategic plan (2022–25).

So, what was it like working in the Library in 2021? It was fabulous.

Brian Hosier, Director, Learning and Teaching Centre

While the COVID-19 pandemic was an unprecedented disruptor to higher ed in early 2020, we found that 2021 tested our stamina and resilience as we continued to work remotely and provide service to all BCIT faculty and students. However, as we close the year, I remain optimistic that COVID is transitioning to our rearview mirror, and I know that the LTC team is embracing our new normal of hybrid teaching, partial remote work, and using tech to remain connected regardless of our location.

The new Polytechnic Academy was launched and, in alignment with our existing e-Learning Strategy and BCIT's Strategic Plan, will provide a pathway to support our faculty in gaining better skills in polytechnic teaching. In addition, the LTC was approved to recruit a prestigious Canada Research Chair (CRC) in Polytechnic Learning and Teaching. While the CRC search process began in 2021, it will likely be 2023 before we have a successful candidate as a new five-year addition to the LTC team.

EdTech remained at the forefront in 2021, with initiatives such as the Learning Glass, Kaltura, Employee Learning Hub, and more gaining traction and widespread adoption. However, we continue to ensure that whatever EdTech we launch, its efficacy in supporting excellent teaching and learning outcomes is paramount. I look forward to another incredible year in which we face challenges head-on and use them as catalysts to support change that in turn supports our faculty and their schools.



We asked our ESI people,

“What was the highlight of 2021 for you?”

Here’s a snapshot of what they told us.



This report shares more about these and the rest of ESI’s achievements for 2021.

» e-Learning Strategy

In the spring of 2020, we approved the [BCIT e-Learning Strategy](#) just as the pandemic hit. This proved to be timely, coinciding with the leap to remote learning and teaching. Our immediate attention turned to first response—coaching faculty in redesigning courses, creating more online library resources, implementing more-effective technology tools, and establishing e-learning champions in each school to share successful strategies. In 2021, we continued building our long-range vision for e-learning by implementing numerous initiatives in the strategy.

Polytechnic Academy

In March 2021, we released our vision for [BCIT’s Polytechnic Academy](#), a key element of the e-learning strategy to support lifelong learning. The Polytechnic Academy is a collection of resources, programs, and services for faculty to enhance their skills and expand their teaching practice. The academy aims to build an innovative faculty development culture that emphasizes applied instruction and state-of-the-art teaching methodologies, instructional strategies, and educational technologies.

The Polytechnic Academy includes goals for existing functions such as open education, instructional grants, and PD events. It also includes new initiatives, including the Teaching Specialization Credential and e-learning champion and fellowship programs.

e-Learning Fellowship Program

To channel our LTC expertise and passion for e-learning, we piloted a fellowship program with a few faculty selected to champion e-learning activities within their schools. The goal of the program is to build BCIT’s capacity to integrate new strategies into teaching practice and to align LTC resources more directly with the needs of instructors. The inaugural fellows for the January 2021 pilot were Leslie Major, SoB+M; Erika Ram, SoCAS; and Deborah Schell, SoB+M. All embraced the program enthusiastically and designed a variety of channels tailored to the needs of their peers. Some examples:

- a Learning Hub resource centre for SoB+M faculty, with strategies and games for increasing student motivation and retention
- a Learning Hub SoCAS Community of Practice for sharing best practices and instructor success stories
- an improved connection between Instructional Development Consultants (IDC) liaison resources and instructor interests
- the establishment of point person within the school to share best practices for design, development, and delivery of e-learning content

BCIT Teaching Specialization Credential

Development of a polytechnic teaching credential kicked off in the fall, with a target launch of spring 2022. This six-course program will offer BCIT faculty the opportunity to earn a unique polytechnic-focused teaching credential, which will eventually ladder into the Provincial Instructor Diploma Program.





“Did you use any new tools or technologies in 2021?”

Many people mentioned Learning Glass, which AV installed for campus-wide use on April 19. The Learning Glass allows instructors to write on a transparent board while maintaining face-to-face contact with students “through the glass.” The instructor writes normally, left to right, but the image is flipped so that students can read the notes correctly. It can be used live or for recording lectures on USB, and the system in SE12 can upload videos directly to the Learning Hub.

Open Education

Open education is well-established at BCIT. Here are some of the milestones achieved this year:

- Dr. Mehrzad Tabatabaian’s new open textbook, [Engineering Systems Dynamics Modelling, Simulation, and Design](#), was celebrated with an October book launch. Mehrzad received a BCIT Open Education Grant to help fund his work on this project. The Library/LTC Open Publishing Pilot Project team edited and converted the book to Pressbooks.
- Fourteen books authored by members of the BCIT community are now part of the BCcampus open textbook collection.
- We awarded four BCIT Open Education Grants in 2021. These grants, in addition to the 28 grants awarded in the previous fiscal year, have greatly increased faculty engagement with OER creation.
- Open BCIT recorded 112 help sessions in 2021. These sessions included a range of assistance, including Pressbooks training sessions, meetings to discuss projects, and answering specific questions via email.
- Open BCIT launched a new and expanded [website](#).

Virtual Instructional Skills Workshops

Early in 2021, the IDCs began delivering a virtual version of the Instructional Skills Workshop (ISW). Online ISWs consist of six virtual classroom sessions that cover the same instructional methods as in-person sessions. Participants meet their colleagues and expand their teaching skills using online tools. As we return to face-to-face spaces, the LTC will continue offering ISWs both in person and virtually to accommodate different instructors’ needs.

Guidance for Course Delivery Decision-Making

In collaboration with [Tony Bates](#), a specialist in planning and managing online education, the IDC team developed a framework called [Guidance for Course Delivery Decision-Making](#). This framework guides faculty in deciding on the best delivery model for their course or program, ranging from fully face-to-face to fully remote.

New Personalized Learning on the Learning Hub

A new Math for Trades course has been developed to incorporate the functionality of LeaP, a D2L (Learning Hub) tool that enables personalized learning paths. Prospective trades students can take a pre-test and, based on their results, receive a set of math topics that they need to study to be successful in their program. The online course uses Learning Glass videos, with a math instructor demonstrating calculations using practical examples from trades. The course will be available on [BCIT’s Free Online Learning](#).

Expansion of BCIT Free Online Learning

ESI’s Special Projects Office developed BCIT’s [Free Online Learning](#) platform in October of 2020, with an initial five courses. In its second year of operation, the platform grew to more than 15 courses and hit the enrolment of its 6,000th student. The first credential offering was recently approved, the Microcredential in Global Citizenship.

Employee Learning Centre

The ESI Special Projects Office worked with HR to launch the Employee Learning Centre in 2020. The centre continues to be an effective centralized resource for HR e-learning across BCIT, reaching the impressive milestone of 50 courses in 2021.

Ongoing PD Support for Schools

Instructional Skills Workshops

30 ISW sessions taught
87 participants

LTC Admin Support

87 ISW certificates created and delivered
85+ Survey Monkey surveys created for schools
1000+ help desk emails answered

ESI—All You Need to Know

42 weekly newsletters on technology innovations, education news, and useful resources

Instructional Assessments Online

116,211 BCIT students invited to provide course feedback
4,560 CRNs (unique) included in invites
6,149 FSA instructors included

2021 Instructional Grants Awarded

9 Instructional Enhancement Grants (\$80,000)
2 Learning and Teaching Framework Grants (\$9600)
3 Learning and Teaching Innovation Grants* (\$3000)
*The Learning and Teaching Framework Grant has been renamed to better represent innovation in polytechnic learning and teaching.

Virtual PD Days for Part-time Studies

Presenter	Presentation
Paul Krampitz	Learning Hub Basics Learning Hub: Beyond the Basics
Rosario Passos	What is Open Education? Using H5P to Create Interactive Content
Dr. Cheri Macleod	10 Recommendations for Improving Group Work

» Program and Curriculum Development

Providing support to the schools for program and curriculum development continues to be a mainstay of LTC work. Led by IDCs, the projects require assistance from multiple teams in the LTC: Education Technology Services, Course Production, Virtual Simulation and Multimedia, Video and Digital Media, Graphic Design, Instructional Materials Developers, and LTC administrators.

New This Year: Microcredentials

In 2021, BCIT began offering microcredentials—short, industry-focused, modular programs that allow learners to upskill quickly and stay ahead of workplace trends. The LTC supported the School of Construction in the rapid development and rollout of the [Introduction to Studies in Mass Timber Construction](#), an area of industry growth due to mass timber’s sustainability, government mandates, and recent changes to building codes. [Prince’s Trust Canada](#) has recognized the Mass Timber Construction curriculum and is developing a partnership with the School of Construction and the Environment. Founded by HRH The Prince of Wales, the Prince’s Trust is a global network of charities focused on sustainable communities and young people.

A Sample of Programs We Assisted With

New Program Development

Associate Certificate in Business of Sawmilling
Associate Certificate in Fundamentals of Water and Wastewater Operations
Associate Certificate in Indigenous Entrepreneurship
Associate Certificate in Mass Timber Construction
Associate Certificate in Multidisciplinary Studies
Associate Certificate in Music Business
Associate Certificate in Payroll and Human Resource Management
Certificate in Marine Mechanical Technician Foundation
Diploma in Magnetic Resonance Imaging (MRI)
Master of Business

Major Changes

Bachelor of Business Administration
Certificate Technical Web Designer
Diploma Aircraft Maintenance Engineer—Category M
Diploma Electroneurophysiology
Diploma Marketing Management (Marketing Communications option)
Diploma Marine Engineering
Diploma Medical Laboratory Science

Program Reviews

Bachelor of Business Administration
Diploma Aircraft Maintenance Engineer—Category M
Diploma Airport Operations
Diploma Graphic Communication Management
Diploma International Business Management
Diploma Marine Engineering
Welding Program

Curriculum Reviews

Diploma Cardiology
Diploma Marketing Management (Mktg Comm option)
Graduate Certificate in Business Analytics
School of Health Sciences Neonatal, Pediatric, and Perinatal Specialty Nursing

Individual Courses

OPMT Project Management
Food 1179 and Food 1189

Learning Hub Course Production

The team completed 69 projects, including:

- 242 course module builds
- 4 retrofits (style updates)
- 10 extractions
- 12 infrastructure projects
- 3 web apps

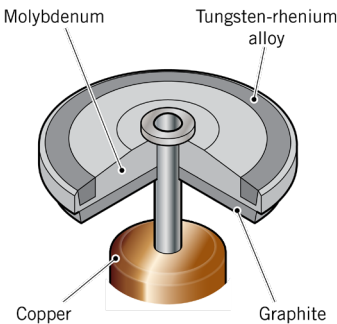
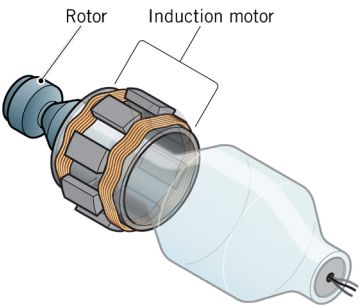
We also released version 1.0 of QCon, a question-conversion service. This web-based tool enables instructors to easily convert assessment questions based in Word into a format for the Learning Hub.

For several years now, our work has been based on tools that facilitate remote work. In 2021, we extended the use of our technology stack by migrating several services to the cloud, including email communications (Teamwork Desk), secrets management (HashiCorp Vault), and codified infrastructure (Helm-deployed services on Rancher Kubernetes clusters). By renewing the LTC’s architecture to be cloud-based, we have laid the foundation for robust service delivery and contemporary app development.

Graphic Design

The graphic design team developed approximately 575 graphics throughout the year, including some new concepts for us:

- Open textbook images: Engineering Systems Dynamics Modelling, Simulation, and Design
- Internet of Things (IoT): a series of graphics to support the basic concepts of IoT
- Water Treatment: illustrations to help explain the processes and workings of equipment used in water treatment
- Be the Beam: 2D graphics to help support the learning for Be the Beam virtual reality project
- Annual report



“Where has your work had the greatest impact within the BCIT community?”

High School Partnerships

Our work supports ongoing enrolment in trades and technical programs through our dual-credit student partnerships. We also facilitate special high school events, including a workshop on business case studies and TEALS grants (Technology, Education and Literacy in Schools) to support computing curriculum in high schools.

AV Services

Our greatest impact is replacing aging AV equipment across all six BCIT campuses with brighter projectors, more reliable control systems, and innovative technologies to support faculty needs.

Course Production

Our group has made a difference for instructors by designing and developing solutions to ease curriculum delivery administration. We build course modules that promote web and accessibility best practices, and we manage and maintain the infrastructure to deliver the LTC’s services. Our web framework, Sugar Suite v1, is responsible for the style and behaviour of over 10,000 pages in the Learning Hub, and our apps help instructors convert course content, update styles (retrofit), and manage assessments.



“How do you or your team support people inside and outside ESI?”

ETS Special Project Office

I’m available to anyone at BCIT who needs support or advice with institutional initiatives involving EdTech, including privacy compliance, systems/ procedures, strategic planning and implementation, student success, or staff empowerment.

Instructional materials developers

We edit course materials, and we’re basically a bridge between the expert and the student. Course writers are content experts, and sometimes it takes a non-expert to recognize that something needs to be clarified.

Media producer

I’ve always promoted drone technology at BCIT, and in November 2021, I worked with geomatics instructor Sean Galway to use RPAS (remotely piloted aircraft systems, commonly known as drones) and LiDAR technology to create a high-resolution 3D model of the entire Burnaby Campus using Media Production’s heavy-lift DJI M600 drone. This data can be used for everything from campus development to ecological restoration. Using ground-based LiDAR technology, we are also capturing 3D models of various interior locations on the Burnaby Campus to build a database for the Institute and create headset-based virtual training and tours.

Virtual Simulation and Multimedia (VSM)

VSM completed two challenging projects that were started the previous year. We finalized the development of Be the Beam and deployed it for use in the classroom. We also finished off the monumental task of redeveloping more than 500 Flash applications that were no longer supported by Adobe and further developed many of these into reusable templates for BCIT instructors. While working on template development, we also mapped out a framework that will make these templates available to all BCIT instructors to use with their own content in their Learning Hub courses. The significance of this work is that instructors will be able to use these templates both without personal assistance from the VSM team and without altering the original template, which has been a downside to HP5 technology.

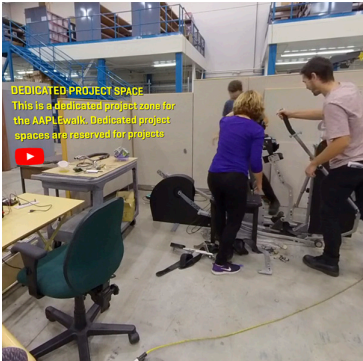


Mapping the BCIT campus with RPAS (see sidebar text)

Video and Media Production

With remote learning ongoing, our work focused on simulation environments. Using technology such as [360° VR camera systems](#) (Insta360 Pro, Insta360 Titan) and interactive 3D virtual tour software (3D Vista Pro), we created virtual environments for training and general campus information. We filmed simulation videos for multiple schools, including one series on complex nursing skills and another on health inspections, and a set of Learning Glass math demonstration videos. We also worked on campus-life videos, such as an Indigenous welcoming ceremony, Presentation Idol 2021, and a series of Active Break videos requested by Recreation Services for instructors to use in virtual or in-person classes to give students a mind and body break.

Sample virtual tours:



CARI: <https://storage.net-fs.com/hosting/6047074/23/>



Piping: <https://storage.net-fs.com/hosting/6047074/20/>



Health Inspection: <https://storage.net-fs.com/hosting/6047074/24/>



“Does someone in your group have a fun or interesting story about their home office setup?”

My Away Office
Greg Parr, Public Services Supervisor, Library

During the past year, I’ve split my time between my Burnaby office in the library and working from home in the afternoons in sunny Crescent Beach. Aside from being able to beat rush hour in the afternoons, this has allowed me to spend more time with my family as I’ve been able to commute with my wife every day (some would question if that’s really a perk, and I can say it has been). Afternoons are often filled with meetings, and I always try to make them fun, be it moving them outdoors in the warm summer months, dressing up in a funny costume, having one of my Disney ornaments in the background, or placing myself in front of one of our many Christmas trees during the holiday season. It also had the side benefits of allowing me to chase away the woodpecker who was trying to eat our siding, and to see our backyard oasis pool being slowly built. Going to have to figure out next summer how to get my laptop in the pool!



“Would you or someone on your team be willing to be profiled in the annual report?”

We had one brave submission!

Douglas Buchanan, Learning Commons Coordinator

As the Learning Commons Coordinator at the BCIT library, I provide faculty support to the peer tutoring program, oversee the Writing Centre, deliver study skills workshops, and interact with other support areas at BCIT to ensure that students have access to the learning skills they need to succeed in their studies.

My most memorable moment at BCIT came with the pivot to online services in spring 2020. The Learning Commons had to make a quick shift from an in-person tutoring model to an online platform. The Learning Commons team worked with ETS during the planning phase and with a committed team of tutors during the trial stage. This pivot showed the power of teamwork. It was an exhilarating ride for our small team, and we had an immense sense of satisfaction when we went live with the online tutoring platform.

Adaptability and flexibility have certainly been keywords for the last two years. Based upon a 2021 mid-year student survey, the Learning Commons found a definite appetite for the continuation of online tutoring, and in fall term 2021, we launched a hybrid service model. COVID has changed the way we deliver our services, and we can't simply turn the clock back to pre-COVID days. We are looking ahead to build upon the positive elements the last two years have brought to us.

ESI Campus Services

Library

BCIT Library reopened September 7, 2021, with limited hours. In preparation for the opening, staff completed the following tasks:

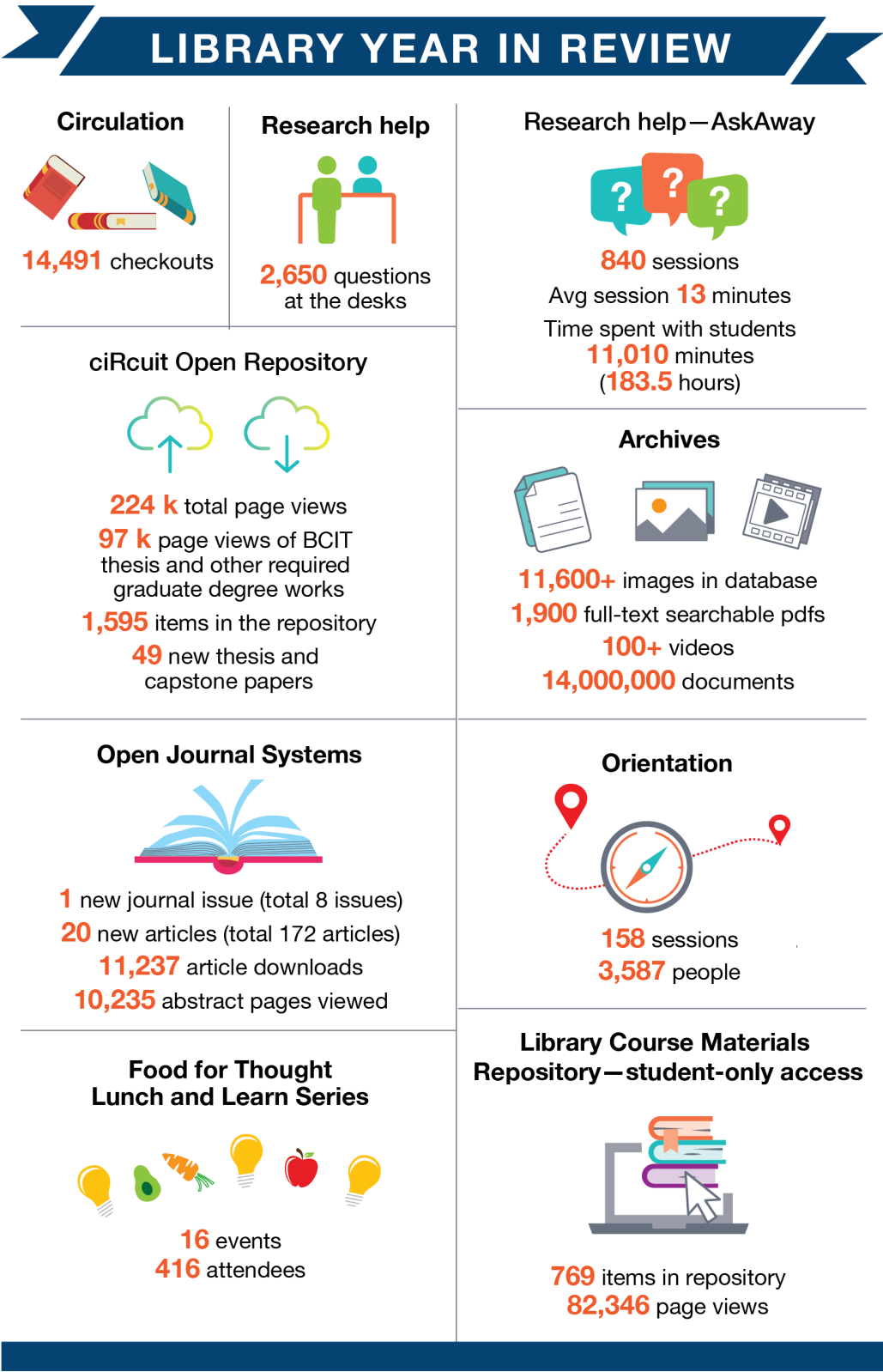
- Scheduled logistics to return furniture to its original locations.
- Ensured that all carrels were connected to power. The carrels were newly purchased and delivered when we were told to close the library and work from home.
- Removed barriers, signage, and so on that were no longer required. Put up new signage with current message.
- Maintained some of the Plexiglas barriers for staff comfort.
- Sent out communication on all social media channels.
- Discussed scheduling with staff regarding on-campus and remote work.

Throughout the year, we continued to provide all services in person and online. Access to the building was limited, so all services were offered on all campuses remotely. We had staff on each campus to deliver print materials if required. Examples of activities:

- Reference/research services: Librarians continued to connect with instructors and students. AskAway, a library consortium that provides reference services, continued to help with research questions.
- Library resources: Ordering and cataloguing continued to add much-needed new titles and e-resources throughout the year.
- Electronic resources: Many resources were offered electronically for students and instructors to access remotely.
- Learning Commons: This service pivoted very successfully to 100% online tutoring. We didn't offer online services before the pandemic, but the new format was of great support to students.
- ID card services: Although many students didn't initially get new cards when the pandemic started, they are now able to submit requests online and pick up cards in person.
- Library programs: Programs such as Food for Thought, Science Literacy Week, Exam Jams, Student Meet and Greet, open education, and instruction classes on printing 3D objects continued.
- MediaWorks: MediaWorks created tutorials to post on the web for student/instructor access.

Archives

BCIT Archives made further progress in 2021 on collecting materials that reflect the BCIT community experience of COVID-19. This includes BCIT Breaking News and a COVID-19 website, as well as photographs taken by staff, students, and faculty. Although the ongoing pandemic has left us all exhausted with COVID information, the archives are creating an important historical record.





We asked, “Where has your work had an impact outside BCIT?”

Special Projects:
We envisioned and got approval for BCIT EVolution ’22, the first-ever BCIT electric-vehicle open house, which will bring together more than 100 industry experts, vendors, innovators, and leaders in the EV industry.

High School Partnerships
We were asked by Metro Vancouver Regional Employee Services to create and host a *Mental Health Matters* webinar for its human resources managers. Hosted by James Rout, this timely discussion covered recent developments for mental health in the workplace. As well, as part of BCIT’s High School Educator’s Day, we presented on High School Partnerships to high school educators across the province.

Audio Visual Services

New Installations

The AV department had a busy year, both continuing with pre-pandemic planned upgrades and modifying existing systems to accommodate new hybrid-learning options. Projects included:

- Completion of Phase 1b of 12 new installations in the SE01 Electrical Building
- Completion of three new installations and six upgrades in the Automotive department
- Completion of Telus Theatre renovation, including a new AV system
- Improvement to inventory visibility and management
- Expansion of our fleet of portable video-conferencing kits and improved retrofitting of existing AV systems to address the growing need for hybrid delivery of courses
- Installation of four Learning Glass systems—two in Burnaby, one at Marine Campus, and one at Aerospace—allowing faculty to pre-record classes on USBs with a simple one-button system
- Introduction of XP-Pen Annotation Monitors, which allow users to annotate or draw naturally on a monitor screen with a stylus while using Zoom, Bongo virtual classroom, MS PowerPoint, or any software that has annotation tools
- Migration of 13 digital-signage media PCs for Marketing and Communications to Starmont’s new [Verticals platform](#), including inspection and firmware upgrades for every media PC

Classroom Maintenance

Once again, we conducted our annual summer maintenance and inventory check, testing and verifying AV assets in over 650 locations across all of BCIT’s campuses. The team worked on 65 class and meeting rooms during 2021:

- Upgraded 27 systems
- Installed 21 new systems

ETS Special Projects Office

This office was established in response to overwhelming demands and workloads as a result of BCIT’s move to online learning during the early months of COVID. The office looks after a wide array of services related to EdTech. The following chart demonstrates the variety of projects the office has undertaken in 2021.

	Projects	Staff Involvement
Learning Analytics	2	6
Departmental	11	19
Decision Review Board	12	38
EdCo	4	–
EdTech	27	63
ETS	4	18
Free Online Learning	37	34
Institutional	36	72
LTC	3	19
Pandemic	2	11
PD	23	46
Policy	5	26
Privacy	7	19
ThoughtExchange	3	5
Totals	176	376

» High School Partnerships

Career Education Society 2021 Conference

BCIT was the platinum sponsor for the annual Career Education Society (CES) conference, which, despite the ongoing pandemic conditions and atmospheric river weather, was successfully and safely held in person at Vancouver's Hyatt Regency. CES is the premier provincial conference for high school career educators, and it attracted 339 attendees. High School Partnerships facilitated and coordinated four BCIT panels, which were hosted by James Rout and featured faculty and alumni from the School of Business, School of Energy, School of Construction and the Environment, School of Computing and Academic Studies, School of Health Sciences, and School of Transportation.

Panel topics:

- Engineering a Career in Engineering
- Mental Health Matters
- Trades Pathways: Supporting Students through the Pandemic and Beyond
- Helping Students Identify Career Pathways: Technology Grads on Emerging Opportunities and Educational Pivots



Vancouver International Privacy and Security Summit

At the request of the Centre for Digital Transformation, High School Partnerships helped promote the Vancouver International Privacy and Security Summit to high school students and educators. This hybrid digital-first experience attracted international experts from government, the private sector, and academia to discuss the impacts of artificial intelligence, cloud computing, cybersecurity, big data, e-commerce, bioethics, facial recognition, and data governance. Through BCIT sponsorship of the summit, we were able to offer free tickets to students, teachers, and administrators from high schools across the province to attend this exciting "Fourth Industrial Revolution" conference.

Webpage Launch

We also created a new High School Partnership "one-stop shop" [webpage](#) for high school initiatives. Thanks to Andrea Bellamy, digital content strategist, for her guidance and expertise.

» Policies and Planning

Library Strategic Plan

This year marked the second year of BCIT Library's strategic plan. Part of the plan was to review all our operations and services, focusing on people and improving our services to our students and faculty. This process included ensuring that staff are valued by reviewing the job description for every staff position. Many of the job descriptions were 20 years old and no longer reflected the depth and breadth of the new duties and services that were added over time.

We established a Reorganization Steering Committee including HR/LR, BCGEU, and FSA, which met monthly to discuss anticipated position changes, review job descriptions, reconfigure vacancies, and create new positions to support each department.

We submitted the following BCGEU positions for review and successfully achieved an upgrade in all submissions:

- Public Services:
 - Library and Information Assistant (old title: Public Services Assistant)
 - ATC/BMC Campus Coordinators
 - Media and Maker Tech Specialist

We also received approval for the following new positions:

- Learning Commons Supervisor
- Technical Services Supervisor
- Administration/Records Management second support person

We had two librarian retirements: a 2% budget reduction this year impacted the replacement of last year's retirements, so we are now recruiting.

Our test pilot of reference support using BCGEU staff will end in February 2022. The plan is to have Library and Information Assistants with library technician diplomas do reference support.



Audio Visual Forecasting

To accommodate the growing requirements for AV operations at BCIT, the AV Space committee and LTC director developed a business plan to submit to Campus Development. The AV department also contributed to a renewed Smart Classroom Strategy Business Plan, which addresses the need to replace the great number of legacy AV systems still in operation and ensure that AV staffing needs are adequately addressed for the expanding technological needs of the current education environment.

New Policies

- [Policy 5900](#) Educational Technology (board approval April 2021): After 26 years as a leader in the use of educational technology, BCIT now has formalized standards, procedures, and governance for this mission-critical resource. The EdTech policy helps the Institute formalize the role of EdTech and the resources necessary for its ongoing support.
- Generic Accounts, Course Access, and Course Deletions policies (draft stage)

» Awards and Certifications

Awards and Special Recognition

The ESI team was awarded the Outstanding Contribution by a Department award in the 2021 BCIT Employee Excellence Awards. This award recognizes a department that has surpassed expectations during the previous year. Our team decided unanimously to donate our winnings and, as a result, two new Education Support and Innovation Division Bursaries valued at \$500 each have been established to help eligible students in financial need. BCIT received special recognition from D2L for its strategic use of EdTech to meet the challenges and opportunities of the pandemic.

CERTIFICATIONS

Benson Wang

Extron Control Specialist

Colin Richards

Extron Control Specialist

Lane Humphries

Extron Control Specialist

John Tan

**Extron Authorized Programmer/
Extron Certified Network AV Specialist**



This year, we'd like to acknowledge those who steadfastly stood or sat by our sides (or on our keyboards) during our work-from-home days and who are now lamenting the fact that we are spending more of our time in the physical office.



