

ANNUAL  
MANAGEMENT  
REPORT  
2019-2020

# UNEXPECTED DIRECTIONS





# CONTENTS

4 Letter from the President

5 Letter from the Executive Director

6 Overview & Highlights

12 Financial Overview

15 Summer 2020

## WHO WE ARE

The British Columbia Institute of Technology Student Association (BCITSA or 'SA') is a non-profit student service and advocacy organization at BCIT with a mandate to enhance student life. Our programs and services are designed to benefit and support all full-time and part-time students across BCIT's five campuses. Students lead our organization and govern the affairs of the BCITSA. Our Board of Directors is composed of 12 elected Student Executives and Student Councillors from each of the different Schools at BCIT.





**Justin Cervantes**

BCITSA President

# 2019/2020 EXECUTIVE BOARD



**Raynen Jamieson**

School of Energy



**Steven Palfrey**

VP External



**Adam Nguyen**

VP Equity & Sustainability



**Dawson Verbaven**

Chair, Downtown Campus



**Miranda Campell**

VP Student Experience



**Rose Salm**

VP Finance & Administration



**Hunter Sones**

Chair, School of Business



**L.T. Le**

Chair, School of  
Health Sciences



**Brin Farrell**

Chair, School of Transportation,  
Construction & the Environment



**Danny Cameron**

Chair, Aerospace  
Technology Campus



**Louis-Philippe  
Rivest Giguere**

Chair, School of Computing &  
Academic Studies



Message from the

# President Hunter Sones

This past year the world was shaken by a global health crisis and an economic recession the likes of which we have not seen in decades. Despite the impact of these events, the BCIT Student Association remained resilient and committed to serving students and enhancing student life. The students of BCIT and our organization have proven their ability to overcome tremendous challenges, and I am proud to be a member of such an optimistic and adaptable association.

In October 2019, BCIT students voted in favor of retaining the universal transit pass (U-Pass) program at BCIT. More than 1,754 students voted in the referendum with 88 percent voting in favor of keeping the program. With this vote, the program's contract has been renewed until April 30th, 2025 at which point another referendum will be held.

In early 2020, BCITSA organized its first-ever school-wide hackathon which boasted an attendance of over 120 students from nearly every BCIT school. The event, which took place over 72 hours, was made possible through the support of sponsors such as Teck Resources and SAP. Throughout the event, students had the opportunity to network with representatives from these major Vancouver employers while simultaneously showing off their technical problem-solving abilities.

Prior to March break, BCITSA held its most recent edition of the IxL leadership conference. This event took place in the great hall and hosted more than 200 students who participated in skill workshops, a networking luncheon, and engaging speeches from world-renowned leadership experts.

The end of March saw COVID-19 declared as a pandemic, which led to the temporary closure of all BCIT campuses, as well as all BCITSA retail operations. The impact of these closures forced the BCITSA to lay off a large portion of our staff. The remaining staff members were transitioned to a work-from-home environment.

In April 2020, the BCITSA student executive election was held virtually for the first time ever. Participating students found creative ways to promote their platforms and encourage their peers to vote in the election of the school's student leaders. Ultimately, students participating in the elections were successful at driving engagement with more than 1,023 ballots being cast.

This past year has been anything but typical, but I couldn't be prouder of how the students of BCIT have adapted and persevered in the face of immense difficulty. Your challenges are our challenges. Your success is our success. We are driven by your support and your ambition. On behalf of the BCIT Student Association, thank you.





Message from the

# Executive Director

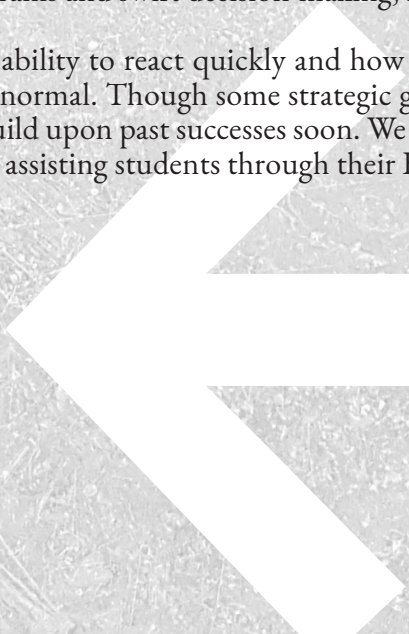
## Caroline Gagnon

With a new strategic plan in hand, our team started the year with very clear and exciting goals. With a focus on student services, student engagement, the team and the association, everything was going accordingly. Our newest food operation, Pavilion, was well received by the community. Processes were modified for more efficient ones. Student programs were gaining momentum. A revision of the student building functional plan was well underway. In everything our team members were doing, they were focusing on enhancing students' experience.

Mid-March, everything came to a halt with BCIT moving all classes online due to the COVID-19 pandemic. This quick and abrupt change caused many of our operations, including our retail stores, food services, printshop, and childcare centres, to close their doors. During this challenging time, the need to connect with students became a priority. Rapidly, staff shifted their program offerings to online platforms. Advocacy created an information hub, answering student questions, and notifying students of updates. Everyone was finding creative ways to maintain our commitment to students. Everything was changing daily. Providing support and information to students became our focus.

These rapid changes caused a significant level of uncertainty for all students and staff. In addition, the closure of certain operations and a decrease in BCIT registration significantly impacted our revenues. The need to ensure the association's financial viability also became crucial. Almost 2/3 of our workforce had to be laid-off. The loss devastated our team. Strongly believing that the strength of an organization is its people, this loss was difficult for all. Those employed had to carry what the association stands for, even if knowing many coworkers were considerably impacted. With the assistance of various governmental programs and swift decision-making, management was able to stabilize the association.

Our ability to react quickly and how we responded to this crisis served us well. Everyone adapted to a new normal. Though some strategic goals were set aside for now, it is anticipated that we will continue to build upon past successes soon. We look forward to the day that all of us are back, doing what we love best, assisting students through their BCIT journey.







# OVERVIEW & HIGHLIGHTS

The 2019-2020 year started off very well. In summer and fall 2019 we were focusing on improving our services and processes after years of growth and forward momentum. We had launched several new initiatives in the previous year, and this year we had the opportunity to measure their success. The information we gathered between June 2019 and February 2020 was very promising. As Hunter Sones, BCITSA President and Caroline Gagnon, BCITSA Executive Director said, March 2020 hit us, and the world, very hard. We made tough decisions in the best interests of our students, and we pulled through some of the hardest months in our organization's history. It was, unfortunately, necessary to lay off many employees and temporarily close retail and service operations due to the pandemic.

While early summer 2020 was a period of uncertainty, the leadership team did everything they could to provide answers and direction to our students and staff. We moved our operations mostly out of the office and worked on our feet (sometimes literally). Our staff rose to the challenge and created new digital opportunities for our students. We moved forward together, and we have done great work for the association, and for our students.





## CAREER SERVICES

Career Services held nearly 175 workshops, and over 1150 appointments with students over the 2019-2020 year. They also offered a variety of popular special events, including professional headshots, recruitment panels, employer information sessions, and more. In March, they quickly pivoted to virtual services. They had already begun to enter this market, so it was a natural transition for the team, and all services continued nearly seamlessly. The Career Services team particularly engaged with our audiences on LinkedIn, where they uploaded a variety of personable videos for students. This was a strong year for Career Services, and they continue to grow and succeed.

## ENTREPRENEURSHIP

This year was one of research and implementation for the Entrepreneurship team, and they completed a substantial amount of both this year. For example, their monthly workshops were completely overhauled to ensure the target audience of students was reached, and that the information was relevant and educational. The Entrepreneurship team helped a variety of students find success, providing support through 1-on-1 meetings, mentorship pairing, and so much more.

## STUDENT DEVELOPMENT

Student Development created a more rigid structure for their programming this year, to ensure students received detailed support. This included enhanced measures for Career Mentorship, where they implemented more vigorous pre-interview processes, and set a limit to the number of partnerships they would make each semester. They also merged their international peer mentorship program with BCIT's, to ensure that there was better unity and clarity on campus. The Student Development department added better measures to track the Student Initiative Fund applications and approvals, to ensure that they could see where the project was succeeding, and how best to improve it for students.



## WELLNESS

The Wellness team held 128 total events this year, supporting over 3200 BCIT students. They implemented four new programs related to nutrition, all in response to food insecurity and financial challenges expressed by our student community. There were also new financial support services introduced. When COVID-19 began, four virtual programs were introduced to best respond to student concerns, including virtual nutrition coaching and wellness support groups. Feedback from students regarding these new and existing programs has been overwhelmingly positive.

## HUMAN RESOURCES

Human Resources (HR) had several large projects completed this past year. The HR team completed and implemented a new compensation structure that continues to focus on market-driven wages. This ensures that the BCITSA remains competitive. The team also focused on creating a succession and continuous development plan for our organization. This is set to become a large retention and engagement tool for our employees, putting the focus on their development within the organization. HR also created several online training modules which have now been added to our orientation program.

## NEW BUILDING

With logistical discussions regarding the new student building moving along with BCIT, this year was focused on validating information previously collected from students and other stakeholders. Through a series of 16 focus groups and a student survey, data was collected and re-examined to inform the revision of the building's functional plan. This revised functional plan will guide architects in the near future to design the building to meet the specific needs of BCIT students, and to guide the BCIT Student Association in preparing for a new iteration of student programming and internal processes.



## GOVERNANCE

On the governance side of things, 2019 included a by-election, a federal election, and a successful U-Pass renewal referendum. The BCITSA saw 89% of students vote in favour of U-Pass. Our governance team hosted the BCITSA's first online Special General Meeting, and ran the annual elections without any in-person campaigning or voting. Twenty-eight student candidates applied for the twelve elected positions, which was an excellent response.

## INTERNAL ADVOCACY

The advocacy office continues to be invited to sit on BCIT committees, and provide research, advice, and feedback to several BCIT student groups. They continue to reach students through workshops on effective communication, conflict resolution, and suicide intervention, as well as by attending set-rep meetings and providing orientations.

The advocacy office saw a significant increase in the number of students accessing their services, from 536 in 2018-2019 to 723 students in 2019-2020. This is largely in part to the changes that occurred with the COVID-19 pandemic, with students having questions about the unique nature of transitioning to online learning. Advocacy provided students with a platform to easily ask questions related to their education and COVID-19, Info Hub. These questions contributed to 20% of the cases Advocacy saw.

## EXTERNAL ADVOCACY

Our external advocacy team lobbied governments in both Victoria and Ottawa, to which the BC government implemented the new BC Access Grants, a system for up-front non-repayable financial assistance. We championed the inclusion of students in the COVID-19 emergency response, which led to the Emergency Student Benefit (CESB) and a temporary doubling of Canada Student Grants.





## **CATERING**

The catering kitchen was another service that was operating strongly in its first year. They established a robust online ordering system, which allowed them to take on a large volume of service. The catering kitchen responded to an average of 10-15 orders per week in the winter semester, and numbers were steadily growing. The Catering team received many positive reviews on the quality of the food and service.

When events can run again, it's anticipated that there will be a strong comeback for this department. When catering staff were not responding to campus orders, they were preparing sandwiches, soups, and salads for Pavilion.

## **THE STAND, GEARED UP, & HABITAT PUB**

The Stand stores also maintained a strong presence; together they processed over two hundred and eighteen thousand transactions. Both The Stand stores and Geared Up had new point-of-sale software installed which included new capabilities to enhance our service. The Habitat Pub operated very close to budget over the 2019-2020 year and hosted a variety of successful events from inside and outside of the BCIT Community.

## **PAVILION**

The 2019/2020 school year was going to be Pavilion's first official year of being open, and from June 1, 2019, to the last pre-COVID-19 day of business, the Pavilion team saw a very successful year. They processed over two hundred thousand transactions and prepared over forty-six thousand hot food items. It was a promising year, and while it was cut short due to the pandemic, the team is confident that Pavilion will continue to grow and succeed.





# MARKETING & COMMUNICATIONS


Marketing & Communications (Marcom) exists to assist all externally-facing departments at the BCITSA. One of the major projects this year was a new *Link* website, a project completed with the assistance of Publications. Another project completed alongside Publications and Entrepreneurship was *APEX*, the first edition of the brand-new entrepreneurship magazine. Marcoms also designed and implemented the BCITSA Info Hub, a Q&A platform where students could ask questions and get answers during the COVID-19 pandemic. One of the most complex and successful projects this year was the implementation of the new Career Services website.

# EVENTS

From June 2019 to May 2020 the Student Association hosted and organized over 500 workshops and events, including IxL, a hackathon, a LAN party, and two career fairs. With hundreds of students attending, each was a marked success. In March, it took the team just three weeks to adapt to the changes brought by COVID-19, and events scheduled for April and May were purely virtual.

# PUBLICATIONS

Publications reviewed practices and clarified processes this year. They created training guides for student editors, which outlined the editing process and ensured students had all necessary information available. They researched and implemented new contributor rates and determined that it would be best to remove the December issue, and replace it with a summer edition. The Publications team also revised the format of the annual student handbook, reducing the overall cost, responding to student requests, and designing it so it can be relevant past the first printed year. Alongside these changes they worked with the Marcom team to complete several projects.





# Summary Statement of Operations by Fund

Year Ended May 31

2020

2019

## CAPITAL LEVY FUND

Capital Levy Collected - <b>Student Spaces</b> .....	\$134,527	\$342,329
Expenditures - Student Spaces .....	(20,751)	(610,477)
<b>Student Spaces - Net</b> .....	<b>113,776</b>	<b>(268,148)</b>
Capital Levy Collected - <b>New Building</b> .....	1,245,836	1,114,079
Investment Income - New Building .....	101,061	68,304
Expenditures - New Building .....	(47,900)	(10,753)
<b>New Building - Net</b> .....	<b>1,298,997</b>	<b>1,171,630</b>

Excess / (Deficiency) of Revenue over Expenses

\$1,412,773

\$903,482

## STUDENT MEDICAL INSURANCE FUND

Student Medical Fees Collected .....	\$2,068,969	\$1,935,968
Medical Insurance Premiums Paid .....	(1,642,943)	(1,666,252)
Expenses - Wages, G&A .....	(205,379)	(204,001)

Excess / (Deficiency) of Revenue over Expenses

\$220,647

\$65,715

## OPERATING FUND

<u>BUSINESS REVENUES - RETAIL AND PUB</u> .....	\$1,864,384	\$2,659,046
Cost of Sales .....	(976,698)	(1,369,285)
Wages, Rent, G&A, Amortization .....	(1,508,789)	(1,713,713)
Net Business Surplus / (Loss) .....	(621,103)	(423,952)

## OTHER REVENUES

Student Fees Collected .....	3,508,036	3,583,767
Capital Levy Collected - SE2 Expansion .....	295,960	313,124
	3,803,996	3,896,891
Childcare Revenues .....	823,207	905,666
Other Various Revenues - Net .....	1,044,168	623,386
Clubs - Membership Fees, Fundraising, Misc .....	293,279	344,309
	5,964,650	5,770,252
<b>Total Net Revenues</b> .....	<b>5,343,547</b>	<b>5,346,300</b>

## EXPENDITURES

Program Delivery - Student Services .....	812,486	616,342
Program Delivery - Career Services .....	550,613	615,056
Program Delivery - Entrepreneurship Services .....	167,562	159,853
Program Delivery - Advocacy Services .....	253,410	215,770
Program Delivery - Childcare Services .....	851,905	947,643
Student Governance .....	205,576	245,104
<b>Services &amp; Governance</b> .....	<b>2,841,552</b>	<b>2,799,768</b>
<b>Administration</b> .....	<b>2,991,677</b>	<b>2,841,509</b>
	5,833,229	5,641,277
Club Expenses .....	299,573	309,440
	6,132,802	5,950,717
<b>Operational Subtotal</b> .....	<b>(789,255)</b>	<b>(604,417)</b>
Share in Deficiency of Revenues Over Expenditures of Joint Venture .....	(147,728)	(58,640)
Write-off of Capital Assets .....	(16,363)	(6,482)

Excess / (Deficiency) of Revenue Over Expenses

\$ (953,346)

\$ (669,539)

**Total Organizational Excess / (Deficiency) of Revenue Over Expenses**

**\$680,074**

**\$299,658**



**Summary Statement of Financial Position**

As At May 31

	2020	2019
<b>ASSETS</b>		
Cash .....	\$1,856,300	\$2,481,907
Other Current Assets .....	1,535,985	1,041,891
Total Current Assets .....	3,392,285	3,523,798
Investments .....	2,914,869	1,387,041
Investments in Joint Venture .....	-	106,412
Loan due from Joint Venture .....	1,440,994	1,522,817
Capital Assets - Net of Depreciation .....	4,470,181	5,222,430
Deferred Charges .....	54,247	67,623
Prepaid Rent .....	913,067	1,115,970
	<b>\$13,185,643</b>	<b>\$12,946,091</b>
<b>LIABILITIES</b>		
Current Liabilities .....	\$2,446,503	\$2,620,946
Long Term Debt .....	5,236,130	5,502,209
	7,682,633	8,123,155
<b>NET ASSETS, BY FUND BALANCES - INTERNALLY RESTRICTED</b>		
Capital Levy Fund - Student Spaces .....	89,097	(24,678)
Capital Levy Fund - New Building .....	3,287,290	1,988,291
Capital Levy Fund - Total .....	3,376,387	1,963,614
Medical Insurance Fund .....	780,488	559,841
	4,156,875	2,523,455
<b>UNRESTRICTED</b> .....	1,346,135	2,299,481
	5,503,010	4,822,936
	<b>\$13,185,643</b>	<b>\$12,946,091</b>

**SUMMARY STATEMENT OF CASH FLOWS**

Year Ended May 31

	2020	2019
Operating Activities		
Total Organizational Excess / (Deficiency) of Revenue over Expenses .....	\$680,074	\$299,658
Add: Items not involving Cash		
Depreciation and Amortization .....	870,968	889,307
Prepaid Rent .....	202,904	202,904
Unrealized Gains on Investments .....	(28,924)	(43,996)
Contribution of Capital Assets - Entrepreneurship Centre .....	-	163,169
Share in Deficiency of Revenues Over Expenses from Joint Venture .....	147,728	58,640
Write-off of Capital Assets .....	16,363	6,482
	1,889,113	1,576,164
Cash: Provided by decrease of / (Used to increase) - Current Assets .....	(251,853)	(160,123)
Cash: Provided by increase of / (Used to decrease) - Current Liabilities .....	(440,900)	10,979
<b>Operating Activities - Cash: Provided by</b> .....	<b>1,196,360</b>	<b>1,427,020</b>
<b>Investing Activities - Cash: (Used)</b> .....	<b>(1,687,202)</b>	<b>(1,675,175)</b>
<b>Financing Activities - Cash: Provided by / (Used to repay) Long term Debt</b> .....	<b>(134,765)</b>	<b>(329,037)</b>
<b>Cash: Increase / (Decrease)</b> .....	<b>(625,607)</b>	<b>(577,192)</b>
<b>Cash: End of year</b>	<b>\$1,856,300</b>	<b>\$2,481,907</b>
<b>Current Ratio (Working Capital) - min 1.10 to 1</b> .....	<b>1.39</b>	<b>1.34</b>
<b>Debt to Tangible Net Worth - max 3 to 1</b> .....	<b>1.41</b>	<b>1.71</b>
<b>Debt Service Coverage - min 1.10</b> .....	<b>3.23</b>	<b>3.09</b>

The financial information above has been compiled by the management of the Student Association of BCIT (BCITSA) and summarizes financial information from the audited Financial Statements for the year ended May 31, 2020. The BCITSA appointed auditors, Smythe LLP, CPA, audited the Financial Statements which were approved by the members at large at the Annual General Meeting held on November 30, 2020. The reader is cautioned that the summary financial statements may not fully suit the needs of the reader and for more details the reader should review the complete Financial Statements with explanatory notes which can be found at bcitsa.ca





# STATS & FIGURES

1-ON-1 ENTREPRENEURSHIP  
MEETINGS INCREASED BY

**95%**

**723**

STUDENTS ACCESSED  
ADVOCACY SERVICES

WELLNESS SUPPORTED OVER  
WITH OVER

**128**

EVENTS &

**4**

NEW PROGRAMS

**+200000**

TRANSACTIONS PROCESSED  
AT PAVILION &

**+218000**

TRANSACTIONS PROCESSED  
AT THE STAND STORES

CAREER SERVICES HELD NEARLY

**175**

WORKSHOPS & OVER

**1023**

BALLOTS WERE CAST IN THE  
STUDENT ELECTIONS

**1150**

STUDENT  
APPOINTMENTS

**54**

SANCTIONED  
CLUBS HELD

**90**

EVENTS



# SUMMER 2020

While this report only spans the fiscal year (June 1, 2019-May 31, 2020) we felt it important to comment on what has happened since then, particularly regarding how we responded to the COVID-19 pandemic.

Many staff were rehired over the summer, once our financial departments were able to create new plans and budgets for the year. A safety plan was created and implemented by the BCITSA directors, ensuring that students, staff, and executives could return to our offices as needed in a safe environment. and many staff returned to working on campus in some capacity.

Pavilion, Geared Up, and Childcare all reopened in time for the fall semester. Their presence on campus ensured that students and staff had the resources that they needed to succeed. Pavilion and Geared Up began the year with reduced hours, set to match the times when students would most likely be on campus.

The new BCITSA website was also completed late this summer. It was designed and is now fully maintained by our internal Marcom department. Marcom also worked with our business systems analyst team to launch a new online store for Geared Up, allowing students to shop without leaving home.

Kickstart, our annual beginning of the year event, was re-planned by our events team to be fully digital. This was new territory, but it was well organized, and was positively received.

All departments did what they could to move programs online, and to support students in new ways. While we experienced many challenges, the response to the pandemic over the summer has been successful, and we're proud of our community.





Student  
Association