



BCITSA ANNUAL MANAGEMENT REPORT

RESILIENCE THROUGH CHANGE

2020 - 2021



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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 twelve elected student executives and student councilors from each of the different schools at BCIT.



2020/2021 EXECUTIVE BOARD



Hunter Sones

President



Claire McCallum

VP External



Skye Nguyen

VP Finance & Administration



Matthew Miller

VP Student Experience



Yasmin Gardy

VP Equity & Sustainability



Danny Zaporozam

Chair, School of Health Sciences



Charles Abraham Mah

Chair, School of Business



Sungwoo Kim

Chair, School of Energy



Sean Green

Chair, School of Computing
& Academic Studies



Richard Park

Chair, Aerospace
Technology Campus



Clint Fernandes

Chair,
Downtown Campus



Rebekah Muntelwit

Chair, School of Transportation,
Construction, & the Environment



“Your challenges are our challenges.
Your success is our success.”

A MESSAGE FROM THE 2020-2021 PRESIDENT

EDITED AND ADAPTED BY KEVIN ADLPARVAR, PRESIDENT, 2021-2022

This year, the BCITSA displayed remarkable resilience. With the world still plagued by COVID-19, we continued our efforts to serve students. Provincial mandates ensured that BCIT campuses and BCITSA retail operations remained closed, and BCITSA staff were gradually getting accustomed to working from home in a pandemic.

With summer break came another BCIT announcement; nearly half of the programs previously taught on-campus would transition to remote learning for the fall semester. With this news, the BCITSA's external lobbying team, with other local student unions, launched a formal negotiation effort with TransLink to form an amendment to the U-Pass program, which had been suspended due to COVID-19. Lobbying was successful, and an agreement was reached that allowed students studying outside of the lower mainland to apply for an exemption.

During the summer, the BCITSA launched the Clubs for Community program. This initiative allowed student-run clubs to raise funds by encouraging their members to actively contribute to their community through creative volunteer efforts.

September 2020 saw BCITSA staff returning to offices and the re-opening of Pavillion and Geared Up. These re-openings allowed students with classes on-campus to access the resources that would help them succeed while most other on-campus retail outlets were closed.

In October, the BCITSA Student Council made strides towards helping students who had been most negatively impacted, both technologically and financially, by COVID-19. They did this by passing a motion to donate \$130,000 to the BCIT Foundation's Student Emergency Response Fund to help BCIT's most financially burdened students. Additionally, the BCITSA's lobbying

team led a successful effort advocating for BCIT to re-open various student spaces on campus.

With bitter-sweet sentiment, the BCITSA said goodbye to our long-time Executive Director, Caroline Gagnon. After two decades of stewardship, we bid her farewell as she moves on to retirement. In contrast, after a successful search, we are thrilled to welcome our new Executive Director, Yael Zachs. Since July 4, 2021, she has been at the operational helm, tasked with navigating our transition back to campus.

With another year of constant change under our belt, I could not be more in awe of how BCIT students have grown and developed while combatting immense uncertainty. 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.

 **Hunter Sones**
BCITSA President



A MESSAGE FROM THE EXECUTIVE DIRECTOR

This year really tested everyone's resilience and ability to adapt to a new reality. I commend students and staff for making the best of the situation during these challenging times. With most students continuing to learn online, many of our operations remained closed. Student services continued to offer online programming, while others, such as Pavilion, Geared Up, and the childcare centre, were open for business.

With the temporary closure of some operations and having students online, staff were pushed to develop new programs and processes. Staff were also allowed time for new projects set out in the strategic plan. For example, our human resources team created a staff competency framework and redesigned the performance review program. Student services remained committed to connecting with students online by developing

new systems to better engage with them. The marketing and communications team continued their challenging work of connecting with students throughout the year.

On a personal note, I decided to retire as the executive director. I left at the end of the 2020-2021 academic year, after twenty wonderful years at the helm of the BCITSA. As such, the board spent countless hours finding a new executive director who would lead the association in its new era.

I would like to take this opportunity to thank everyone I have worked with during my tenure. The BCITSA has reinvented itself countless times, always ensuring that we meet our mission to enhance student life. I had the chance to work with amazing student leaders who advocated for students and made a significant difference at BCIT. I am proud of

the work that the staff accomplished throughout the years; their desire to serve students has made BCITSA a strong association, always able to face challenges. Our ability to focus on student needs has made these twenty years exciting and fulfilling.

Thank you everyone for this incredible journey.

 **Caroline Gagnon**
Executive Director



OVERVIEW & HIGHLIGHTS

The BCITSA was resilient this year. By pivoting services online, reassigning staff, and finding new ways to connect with and support our student community, we made it through one of the most challenging years in our history.

With a flexible and individual approach to each department, change is everywhere. The 2020-2021 board of directors took over their seats just three months into a pandemic, faced with questions we had never had to answer before. Would we be allowed to open our services? Would students return to campus? How do we stay connected?

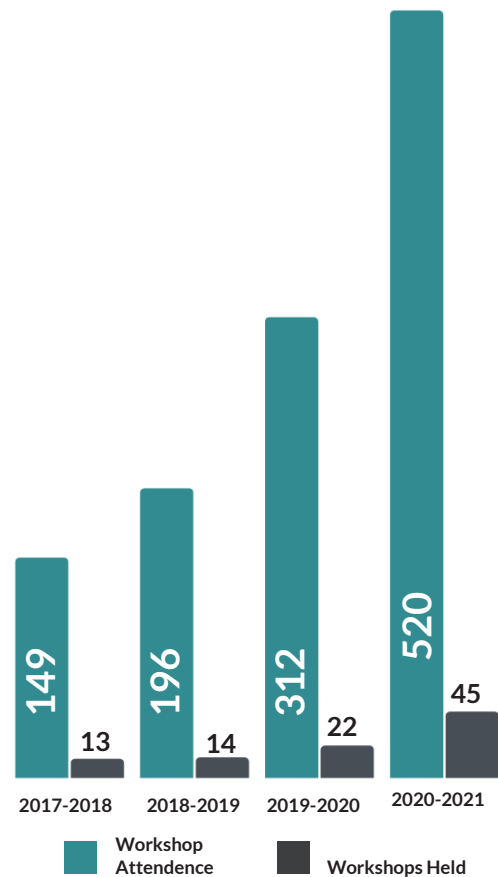
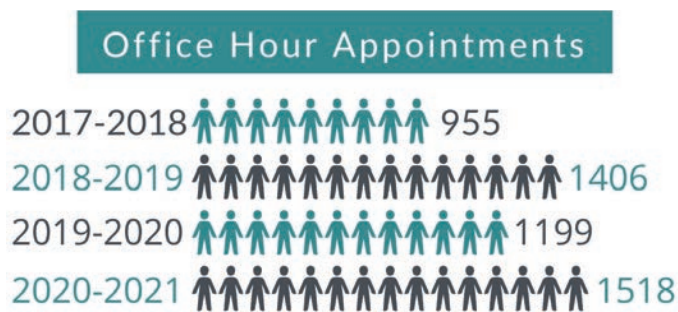
The way staff worked together at the BCITSA changed entirely—gone were the days of knocking on an office door, here were the days of quick questions on Microsoft Teams. Insightful gifs replaced jokes at the water cooler, and lunchroom chats became social committee hijinks. Mental health surveys were circulated, and (successful) efforts were made to improve morale and keep us all moving forward with enthusiasm. We lost amazing people, but we work hard every day to get to a place where we can welcome them back. It wasn't a good year, but it was a productive year; we did so much together to be proud of.

All this uncertainty meant each department had a plan A, B, C, and sometimes even D. Everything was contingent on the government rules (which were contingent on the constantly reported *numbers*) but at the BCITSA, we were always hopeful. Dates got wiggled back, events were planned simultaneously in-person and digital, and the convenience of digital meetings became recognized. For departments seeing an unusual lull in activity, no time was wasted. Most found ways to digitize their services, some finally started projects that had been repeatedly pushed to the sidelines, and others carefully reviewed analytics and developed strategies. The changes we faced this year seemed insurmountable, but these new skills will benefit the BCITSA for years to come.

CAREER SERVICES

There was a steep learning curve this year as we developed the skills needed to support BCIT students in a virtual environment. Alongside learning new skills, service levels increased significantly as students sought to understand how the labour market had been affected by the pandemic.

We served **1518** students through office hours appointments, the highest annual number in our history! Considering this, we will review all Career Specialist's activities and schedules to ensure continuity of service and a manageable workflow.



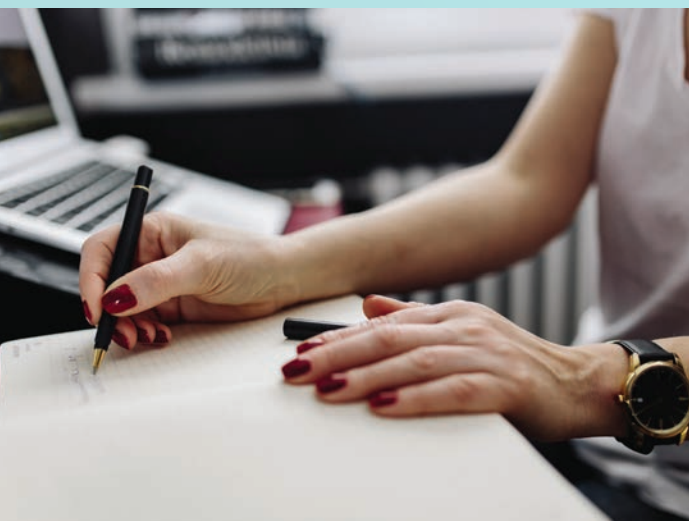
ENTREPRENEURSHIP

The digital format of the year had many benefits, such as a flexible mentorship program, where we could provide matches without considering geography. By removing the need for lengthy commutes, we were able to match mentors and mentees much more successfully, and we will certainly continue this model going forward.

There was a **177% increase** in 1-on-1 meetings this year, and a high satisfaction rate. These meetings allow us to funnel students into other programs and services in our department, such as the new startup foundations workshop. Overall, the switch to virtual programming was challenging but beneficial.



**177%
INCREASE!**



WELLNESS

Due to the stress of the pandemic, students needed financial and mental health programming the most this year, and we worked to ensure these services were made more robust and accessible. We also worked on a variety of initiatives with the School of Health Sciences, Diversity Circles, and the Diversity and Inclusion office. The online model has been challenging (most existing programming needed to be completely reinvented) but it has been more accessible for students, and we're happy with the responses we've received! We provided 41 events, multiple ongoing programs, and individualized supports that reached over 500 students.

WELLNESS HELD

41 EVENTS
THAT HELPED **500+**
STUDENTS



STUDENT DEVELOPMENT

The most challenging activity this year was transitioning the annual leadership conference, IxL, from a one-day event to a four-part video series taking place over four months. We received 323 pre-registrations, which nearly doubled our goal! Reviewing the statistics, we are pleased with the number of viewers, but due to a lack of engagement opportunities, we will not repeat this format. Aside from IxL we had an excellent year for career mentorship, peak leadership, and our other programs, with many amendments made for the virtual environment.

ADVOCACY

We help about 500 students each year with concerns related to policy, grades, and more! Our transition to virtual appointments has been very successful, allowing us to better reach students from all campuses. We will continue offering them in the future, even as we transition back to offering in-office appointments. There were several staffing changes this year, including Danielle Landeta-Gauthier moving into the Advocacy Manager role, and the hiring of a new Advocate, Gurleen Mann.

GOVERNMENT RELATIONS

We were pleased with the success and forward momentum of many projects this year. In regards to COVID-19, we pursued reforms to the U-Pass BC program and helped to process 560 refunds worth over \$83,850 to BCIT students! We also lobbied for stronger student financial support, which resulted in Canada Student Grant increases and \$407,500 in additional funding for emergency assistance at BCIT.

We're excited to report that after many years of lobbying by BCIT and the BCITSA, BC has invested \$108.8 million into new student housing at the Burnaby Campus. We're also proud to say that the BCITSA became one of the first student unions in British Columbia to sign the Sustainable Development Goals Accord, a commitment to do even more to promote sustainability at BCIT! Overall, it's been an incredible and productive year, and we are excited to enhance student life and promote positive change for BCIT students.

PROCESSED **560**
UPASS
REFUNDS WORTH OVER
\$83,850

CHILDCARE CENTER

The childcare centre was closed briefly from March 2020 to July 2020; when we re-opened, we did so gradually. In September 2020 we reached full capacity again, and we have stayed at capacity ever since! We applied for a grant to open additional childcare facilities but unfortunately didn't receive it this year. We are planning to apply again as soon as we are able.

There is a shortage of early childhood educators in BC, and as such, staffing has been a challenge this year, but we have managed to bring in a full and wonderful team.





GEARED UP

The Geared Up online store was launched in July of 2020, and it was a huge success. Nearly 25% of all sales came from the e-store! The physical Geared Up location re-opened in September 2020, and while we had lower-than-average sales (understandably, as so few students were on campus) our team had a positive attitude and came in each day ready to help. With 2000 customers served online and in-person this year, we made \$121,000 in net sales.

\$121'000 | **2000**
IN NET SALES | CUSTOMERS SERVED

The Stand, Habitat Pub, Catering Services, and Campus Print and Copy remained closed this year.

PAVILION

We were pleased to have Pavilion reopen in August of 2020. We had reduced hours, limited staff, and a reduced menu, but we were a welcome addition to the campus, as most other operations remained closed. We spent the time developing new ideas, and as awareness grew and students came back to campus, we were able to rehire many of our pre-COVID staff. During this reporting year, Pavilion performed 22,000+ transactions and made over \$165,000 in net sales.

\$165'000 | **22'000**
IN NET SALES | CUSTOMERS SERVED





MAY-JUNE 2020
WE RESOLVED
65/71
SUPPORT TICKETS

BUSINESS SYSTEMS

It was an incredibly busy year for us as we completed our ongoing projects and worked to implement and optimize remote tools across the organization. We collaborated with other departments to build the Geared Up online store and launched and trained staff on a wide variety of vital programs and tools. Microsoft Teams and SharePoint are the most robust with a number of sites, file management systems, communications tools, and so much more.

To assist staff with these new tools we created a ticketing system so that they could easily report problems. We also helped HR build a robust onboarding system for new hires, and provided support for hardware, software, and all implemented projects and systems. There was a lot to do this year, but we're not slowing down!

HUMAN RESOURCES

This was a year of structure and planning. We completed a competency framework, redeveloped the performance management process, and are now beginning succession planning and career development processes. Alongside these achievements, we were involved in the search and hiring of the new executive director, Yael Zachs. Overall, it's been an incredibly productive year.



MARKETING & COMMUNICATIONS

As the pandemic ramped up, students at BCIT transitioned from in-person to online classes, and our traditional methods of marketing to students became obsolete.

The database of 35,000+ student contacts became the key marketing tool for communicating the BCITSA's services, and it became necessary for the team to adapt to a heavy digital presence. Social media became a vital ingredient for student engagement and both our Instagram and LinkedIn pages grew rapidly. Our team transitioned to making videos and animated content to better suit these platforms and engage students. During this period, we learned new and better ways to effectively communicate, entertain, and inform BCIT students.



EVENTS

On-campus events were cancelled, and as a result, we transitioned to online event support, and became responsible for learning and teaching events delivery on platforms like Teams and GoTo Meeting.

Kickstart was delivered virtually for the first time to mixed reviews—technical issues, reduced staff and volunteers, and low student engagement led to a variety of challenges. Through this experience, we learned how to more effectively provide hybrid events, a skill that will continue to be integral to BCITSA's success.

MICROLINK

A NEW LINK PODCAST WITH



15+
EPISODES!

PUBLICATIONS

We maintained a prominent presence online as *Link* transitioned to a fully digital model. Student employees continued to contribute articles and maintain a high-quality magazine, doing most work remotely. A podcast, *MicroLink*, was created in January 2021 and covers a variety of topics about life at BCIT.

The annual student handbook was updated based on a student survey and released as a slim locally printed and resource-filled journal. Costs were reduced significantly due to this change, a necessity, as advertising interest was at an all-time low. Other projects went ahead as usual and were released as digital resources.



SUMMARY STATEMENT OF OPERATIONS BY FUND

Year Ended May 31

2021

2020

CAPITAL LEVY FUND

Capital Levy Collected - Student Spaces	\$134,166	\$134,527
Expenditures - Student Spaces	(154,381)	(20,751)
Student Spaces - Net	(20,215)	113,776
Capital Levy Collected - New Building	1,491,201	1,245,836
Investment Income - New Building	507,989	101,061
Expenditures - New Building	(56,244)	(47,900)
New Building - Net	1,942,946	1,298,997

Excess / (Deficiency) of Revenue over Expenses

\$1,922,731

\$1,412,773

STUDENT MEDICAL INSURANCE FUND

Student Medical Fees Collected	\$2,141,062	\$2,068,969
Medical Insurance Premiums Paid	(1,682,498)	(1,642,943)
Expenses - Wages, G&A	(218,502)	(205,379)

Excess / (Deficiency) of Revenue over Expenses

\$240,062

\$ 220,647

OPERATING FUND

<u>BUSINESS REVENUES</u>	129,283	1,971,318
Cost of Sales	(81,416)	(1,006,118)
Wages, Rent, G&A, Amortization	(691,554)	(1,655,255)
Net Business Surplus / (Loss)	(643,687)	(690,055)

OTHER REVENUES

Student Fees Collected	3,588,402	3,508,036
Capital Levy Collected - SE2 Expansion	295,165	295,960
	3,883,567	3,803,996
Childcare Revenues	962,669	823,207
Canadian Emergency Wage & Rent Subsidy	1,641,788	370,718
Other Various Revenues - Net	118,038	595,939
Clubs - Membership Fees, Fundraising, Misc	87,199	293,279
	6,693,261	5,887,139

TOTAL NET REVENUES

6,049,574

5,197,084

EXPENDITURES

Program Delivery - Student Services	571,820	666,023
Program Delivery - Career Services	494,072	550,613
Program Delivery - Entrepreneurship Services	171,932	167,562
Program Delivery - Advocacy Services	221,654	253,410
Program Delivery - Childcare Services	954,030	851,905
Student Governance	158,118	205,576
Services & Governance	2,571,626	2,695,089
Administration	2,497,847	2,991,677
	5,069,473	5,686,766
Club Expenses	49,328	299,573
	5,118,801	5,986,339
Operational Subtotal	930,773	(789,255)
Share in Deficiency of Revenues Over Expenditures of Joint Venture	(179,775)	(147,728)
Write-off of Capital Assets	-	(16,363)

Excess / (Deficiency) of Revenue Over Expenses

\$750,998

\$(953,346)

Total Organizational Excess/(Deficiency) of Revenue Over Expenses

\$2,913,791

\$680,074

SUMMARY STATEMENT OF FINANCIAL POSITION

As At May 31

2021**2020****ASSETS**

Cash ~~~~~	\$2,865,407	\$1,856,300
Other Current Assets ~~~~~	<u>1,390,993</u>	<u>1,510,709</u>
Total Current Assets ~~~~~	4,256,400	3,367,009
Investments ~~~~~	5,094,270	2,940,145
Loan due from Joint Venture ~~~~~	1,355,730	1,440,994
Capital Assets - Net of Depreciation ~~~~~	3,767,400	4,470,181
Deferred Charges ~~~~~	40,871	54,247
Prepaid Rent ~~~~~	<u>710,163</u>	<u>913,067</u>

\$15,224,834 **\$13,185,643**

LIABILITIES

Current Liabilities ~~~~~	4,147,632	2,446,503
Long Term Debt ~~~~~	<u>2,660,401</u>	<u>5,236,130</u>
	6,808,033	7,682,633

NET ASSETS, BY FUND BALANCES - INTERNALLY RESTRICTED

Capital Levy Fund - Student Spaces ~~~~~	68,882	89,097
Capital Levy Fund - New Building ~~~~~	<u>5,230,236</u>	<u>3,287,290</u>
Capital Levy Fund - Total ~~~~~	5,299,118	3,376,387
Medical Insurance Fund ~~~~~	<u>1,020,550</u>	<u>780,488</u>

UNRESTRICTED

	6,319,668	4,156,875
	2,097,133	1,346,135
	<u>8,416,801</u>	<u>5,503,010</u>

\$15,224,834 **\$13,185,643**

SUMMARY STATEMENT OF CASH FLOWS

Year Ended May 31

2021**2020****OPERATING ACTIVITIES**

Total Organizational Excess / (Deficiency) of Revenue over Expenses ~~~~~	\$2,913,791	\$680,074
Add: Items not involving Cash		
Depreciation and Amortization ~~~~~	832,762	870,968
Prepaid Rent ~~~~~	202,904	202,904
Unrealized Gains on Investments ~~~~~	(412,319)	(28,924)
Share in Deficiency of Revenues Over Expenses from Joint Venture ~~~~~	179,775	147,728
Write-off of Capital Assets ~~~~~	-	16,363
	3,716,913	1,889,113
Cash: Provided by decrease of / (Used to increase) - Current Assets ~~~~~	157,796	(251,853)
Cash: Provided by increase of / (Used to decrease) - Current Liabilities ~~~~~	<u>(283,695)</u>	<u>(440,900)</u>
Operating Activities - Cash: Provided by ~~~~~	3,591,014	1,196,360
Investing Activities - Cash: (Used) ~~~~~	(2,038,186)	(1,687,202)
Financing Activities - Cash: Provided by / (Used to repay) Long term Debt ~~~~~	(543,721)	(134,765)
Cash: Increase / (Decrease) ~~~~~	1,009,107	(625,607)

Cash: End of year ~~~~~ **\$2,865,407** **\$1,856,300**

Current Ratio (Working Capital) - min 1.10 to 1 ~~~~~	1.03	1.38
Debt to Tangible Net Worth - max 3 to 1 ~~~~~	0.81	1.41
Debt Service Coverage - min 1.10 ~~~~~	11.37	3.23

The financial information above has been compiled by the management of the Student Association of BCIT (BCITSA) and summarizes financial information from the draft audited Financial Statements for the year ended May 31, 2021. The BCITSA appointed auditors, Smythe LLP, CPA audited the Financial Statements and issued draft financial statements which are subject to final approval by the board of Directors of BCITSA. The reader is cautioned that the summary may not fully suit the needs of the reader and for more details the reader should review the full draft financial statements with explanatory notes which can be found at bcitsa.ca.

