

School of Business + Media Set Rep Meeting
November 9th, 2021
Minutes

Chair:	Bobby Davidson – Chair, School of Business + Media	
Staff:	Gillian Goulding – Wellness Advocate Gurleen Mann – Wellness Advocate Lisa Popplewell – Student Development Coordinator	
Councillors:	Abdur Bilal Mia Bui Valentina Pagetto	
Set Reps:	Kelvin Tran Jaydee Chung Shayne Azurin Amber Kreeft Sahar Khawar Nicolas Chethuan Helen Pang Julie Chu Adam Steel Paul deBlois Renzo Gutierrez Liam Rotta Jayden Corfrey Luke Bohlander Bretton Wong Rishi Rajeev Kai-Yiu Chao Yasamam Yousefi Photyus Athayde Mira Dhari Noorkiran Bhamra	Shelby Woida Ann Pham Cor Vanderwolf Teryn Mathers Thomas Broderick Cameron Pinnington Ben Driver Vincent Nguyen Allison Shaw Dhevina Tailor Allan Lee Harry Kim Anoushka Naicker Tiba Khudhur Sherwin Rahmania Tim Lui Dakota Dekur Tiya Gelchu Lauren Cadiente Lauren Jung Sara Diaz Cranage

1.1 Meeting Called to Order

The Chair, Bobby, calls the meeting to order at 5:35 PM.

1.2 Welcome and Introductions

- Bobby introduces himself, staff, and co-chair Valentina.

1.3 New Business

1.3.1 Set Rep Program Discussion

- We are trying to recruit Set Reps to take part in Set Rep Committees. There are many perks, like free food and drinks, special guests, and networking opportunities.

1.3.1.1 Special Thanks

- Bobby thanks Set Reps for rising to the occasion.

1.3.1.2 About Official Sign-Up

- Please email Crystal if you are interested in signing up.

1.3.1.2 Set Rep/Council Relations

- Councilors represent students in the BCITSA and are held accountable to listen to Set Reps' concerns.
- Executives host office hours, which Set Reps are welcome to attend.

1.3.1.4 Student Experience Q&A

- What has been your experience as a Set Rep so far?
 - Set Reps found it was difficult to figure out what the actual tasks are.
 - Set Reps are trying to make sure everyone in their set is set up with a good platform for success and are emotionally well. Set Reps are also trying to get feedback from their sets, make sure everyone is aware of deadlines, and help establish connections with potential employers.
 - Set Reps are trying to help their set figure out what their future goals are and how to help them accomplish them.
- Why did you become a Set Rep?
 - One Set Rep was previously at another institution and knew what it felt like to be alone and isolated. They wanted to help other feel like they weren't in that position and that they had someone to reach out to.
 - Generally, most Set Reps were put forward by their set mates as no one else volunteered for the position.
 - Set Reps have generally found that instructors are willing to provide resources, upload sides. Set Reps have found instructors to be willing to relate to real life examples and find new ways to clarify information if students don't understand at first. It feels like instructors want students to succeed.
- Do Set Reps share resources and information with their Set?

- Set Reps have found it's difficult to find resources. An instructor tried to show the set but everyone was confused. It's also hard to find other resources, like Peer Tutors or programs offered by SA.
- Bobby acknowledges that it has been difficult to get the word out regarding resources offered by the SA.
- What SA services have the Set Reps engaged with since enrolling at BCIT, as well as BCIT services?
 - The most used SA service is the health and dental insurance. It would be nice to have a cheat sheet regarding the coverage domestic and international students have so Set Reps could share this with their sets.
- Is anyone aware of people in their sets who are in need of accommodation?
 - No response.
- Is anyone part of a club?
 - A few of the Set Reps are part of a club.
 - The first-year coordinator of HRA recently applied for funding at the SA and though it was great how generous the SA was with funding. There was some confusion regarding how to get the money out of the account. She also highlighted that the BCIT bookstore offers a discount for merchandise for clubs.
- What has the communication been like between students and instructors?
 - Program heads have generally been good at communicating with Set Reps and are very open to helping with issues that are brought up.
 - One Set Rep saw immediate change in teaching style after giving feedback to a program head.
 - Some instructors are great at responding, but one or two have not been a positive communication experience. A Set Rep has found the best way to get a response is by posting on the Learning Hub, emailing, and speaking in person with the instructor.
- Is there any feedback on midterms or term projects?
 - Set Reps found most classes went well. Instructors have generally been understanding, although some instructors take a bit more convincing.

- One instructor did not explain a project until two days before it was due, which caused frustration. One rubric was uploaded the day before the assignment was due.
- There is general frustration surrounding online exams.
 - The program does not let you look through the entire exam, you have to complete each page at a time. Students would like to be able to go back and forth through the whole exam.
 - The submit quiz button is really close to the next page button. Multiple people have accidentally clicked the submit button by mistake
- There is frustration regarding scantrons, which feel antiquated. There is still an option to bubble in male or female, with no third option. As well, filling out the bubbles and ensuring they are lined up to the correct question can cause additional stress on top of exams.
- There was discontent regarding one specific instructor that taught a large class. This instructor does not provide clear instruction and does not go over everything the class needs to learn. Students have had to start teaching themselves through tutoring, YouTube, and other additional resources.
 - This has caused a great deal of frustration as students feel they are paying for a service that is not being provided to them.
 - The Wellness Advocate has confirmed this is a known issue and has asked the Set Reps to please forward any written forms of communication with the instructor to help provide evidence and build a strong case.
- Students feel the midterm schedule has been quite hectic. They would appreciate being given a longer rest and refresh period between exam periods.
- Students would like more options regarding how grades are broken down. Students feel heavy weighting on exams is unfair to students who are not good at taking tests or those with test anxiety.
- Students are discontent with exam room allocation.
 - One exam that required a large textbook was held in a room with tiny desks. This meant students had to juggle the exam papers, textbook, and writing utensils throughout the entire exam.
- Students have generally found instructors are more willing to blame the students for poor test results rather than reflect on their own teaching.
 - One course had a 20% drop in the midterm average from last year. The students were blamed for this, with the instructor citing poor

preparation. Upon speaking with another Set Rep, it was discovered that last year the exam was open book, while it was closed book this year.

- Another course changed format from multiple choice to long answer. When students didn't perform well, the instructor berated the students.
- Students are very disgruntled that some instructors are "taking the low road" and looking towards everything other than their own teaching. Students have invested a lot to be here, both time and money, and find it hurtful that this is not recognized by some instructors.
- Students would like communication to be centralized.
 - Instructors are currently all communicating differently. Some upload results to the Learning Hub, some only give midterm results in person.
 - The different methods of communication has caused some confusion with students.
 - It would also be helpful for finding resources if everything was in one space.

1.3.2 Set Culture Discussion

- Set Reps found it was great for establish a communication channel with the entire set, like a Whatsapp group or a Discord server.
- Set Reps found most of the communication fell upon them and they generally agreed it was up to them to facilitate discussions among their sets and voice any concerns the set is having.
- Some Set Reps struggled to get feedback from their sets.
 - Suggestion to focus on the purpose of communication, rather than engagement as a number. It is important to set the tone that everyone is welcome to ask questions.
 - Set Reps can also take the initiative and reach out to students individually to see if there is a preferred communication method.
- Did you adapt your leadership skills based on your group or just use the ones that come naturally to you?
 - While it is important to adapt, everyone in the set needs something different.
 - It is important to help younger students navigate and understand how to communicate in a professional way.

1.4 Open Forum

- Omitted for time.

1.5 Reminders

1.5.1 Annual General Meeting

1.5.2 Upcoming Set Rep Meetings

1.5.3 Executive Office Hours

1.6 Meeting Adjournment

The meeting was adjourned at 8:09 PM.