



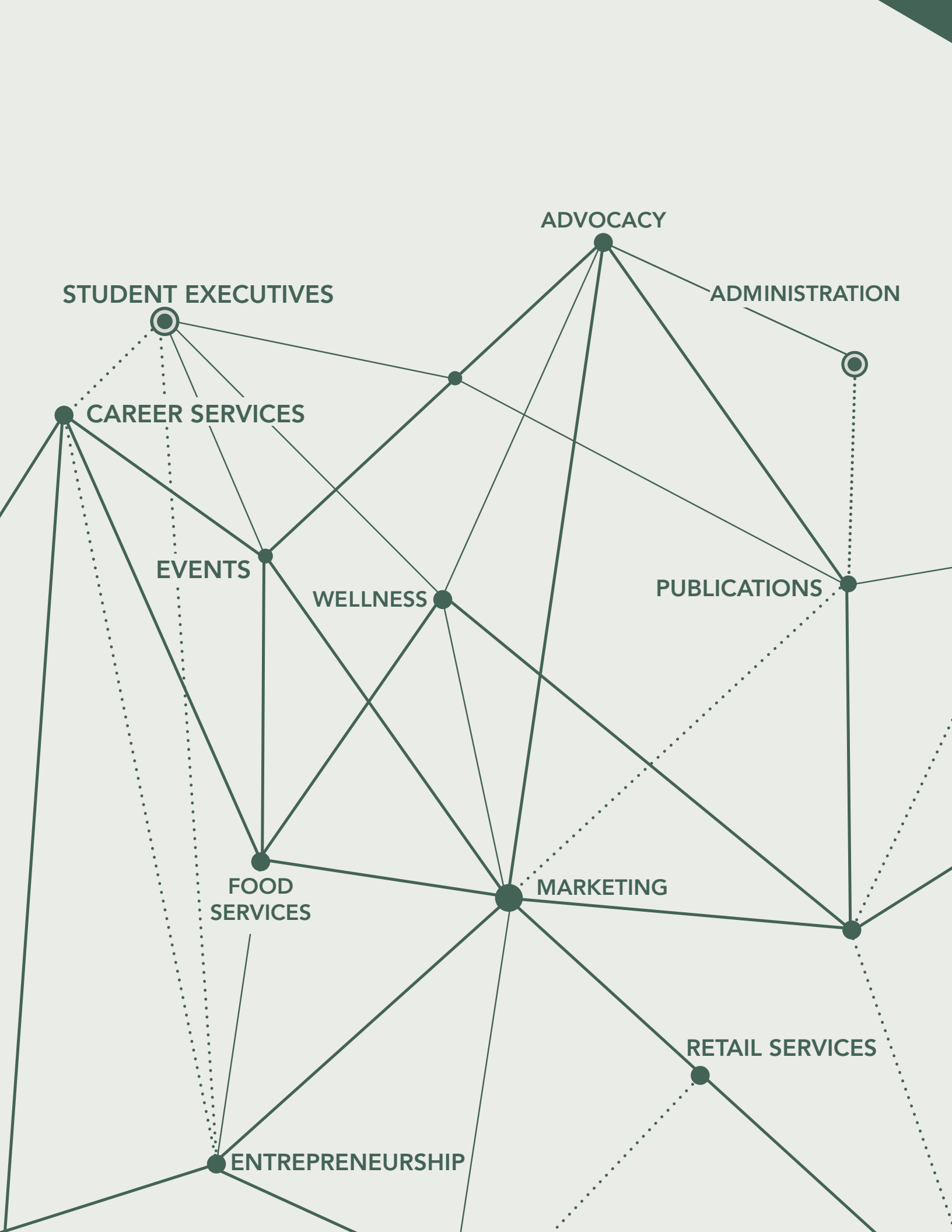
2018-2019

# ANNUAL REPORT

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BUILDING STRONGER CONNECTIONS





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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 48,500+ 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, as well as Student Councillors from each of the different Schools at BCIT. Get involved and connect with the support, resources and culture you need to make the most of your time at BCIT. Visit us in person and join us online to check out the many ways we can enhance your student life.*



# Message from the President

JUSTIN CERVANTES

I am honoured to have the privilege to address our membership on behalf of this year's elected student executive board. The amount of maturity and enthusiasm that we have guiding our organization towards enhancing student life has been phenomenal and reassuring. While we have been spending a significant amount of time pushing new initiatives, we have remained committed to ensuring current operations remain relevant and healthy.

In our most recent Strategic Vision document, Raising the Bar, we have dedicated ourselves to Satellite Campuses, Student Services, Engagement, and People & Association. I am glad to say we have been able to push the needle forward in each area that students identified as critical.

In the past year, the executive board decided to get additional representation for downtown campus students by adopting a Chair of the Downtown Campus position. This decision has been critical in enabling us to advocate for the delivery of necessary services to meet the needs of students. The impact can be observed by the overwhelming student interest in having their voices heard; 94% of all registered downtown campus set representatives attended the meetings for ensuring services and programs were improved.

On the student services front, the Career Services department has undertaken a pilot experiential learning opportunity that brings students across multiple disciplines to compete on data analysis problems. This event is being done to enhance career outcomes by growing essential technical and interpersonal skills.

Student engagement continues to be a struggle this year as students are, as they should be, consumed with the rigours of academic excellence. From an organizational standpoint, we have deployed a recently purchased teleconferencing system, which has reduced barriers to having students engage in our leadership meetings.

We have the profound luck of having an incredible Executive Director acting as the engine driving us towards our student-directed vision. This year, work has been undertaken to ensure that the employee journey with the Student Association remains transparent and clear. Projects include the re-structuring of pay systems and officially creating a culture book that highlights and helps to articulate who we are as an organization.

From the student leader side, we have focused extremely diligently on evaluating our selection processes, the process for appointing Councilors, and the process for ensuring continuity on a yearly rotating executive board. This self-reflection ensures we continue to get the best student leaders guiding the Student Association.

Though this message has maintained a tone of what we've been doing for you, I want to highlight what you have done for us. The fact that you are reading this highlights your care and concern for the student experience. Without your support, feedback and criticism, it would be impossible for us to be impactful. On behalf of the Student Association, thank you.



# Message from the Executive Director

CAROLINE GAGNON

I am always amazed by what our team accomplishes each year, and this year is no exception. With the approval of our new Strategic Plan, *Raising the Bar, BCITSA Strategic Vision 2019-2024*, we are committed to reviewing and refining our processes to make our foundation even stronger, all while focusing on our satellite campuses and growing student engagement.

Our people make BCITSA who we are, and the secret of our success is our ability to plan and stay on course. Our new strategic vision provides continuity to our exciting journey. It provides a new destination for us to reach together. This important document was possible due to the insight of our students and staff.

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*The journey was not easy, but the reward is now incomparable*

Renewing our strategic vision was an invaluable exercise. It provided a retrospective of past achievements. In only 5 years, we created Career Services, a new Wellness department, and Entrepreneurial Services from scratch; our *Link* newspaper turned into a vibrant magazine; we added a new government relation strategist reinforcing

our advocacy efforts; we constructed the new SA Centre, SA offices, a contemplation room, and the Summit Centre for entrepreneurship; we changed our governance to better serve our satellite campuses; we opened two new childcare centres; passed a referendum to build a new student centre; and finally, this year, we opened our new campus wide catering services and our new food operation, Pavilion.

After years of planning, Pavilion opened in May. This new and innovative way of providing services challenged how we conduct business and how we serve students. With the willingness and courage of challenging the status quo by both partners, BCIT and BCITSA, the community is now benefiting from a responsive and attractive food operation. Yes, the journey was not easy, but the reward is now incomparable.

With persistence and belief that anything is achievable, we have become who we are today. Everyone should be proud of the work we do every day; I know I am. With a new Student Centre in sight, it becomes apparent that the association is well positioned to reach its vision of creating an inclusive community of students empowered to succeed.



An abstract geometric design featuring a network of dark green lines and dots. Some dots are solid, while others are hollow circles. The lines connect these dots in a way that suggests a network or a map, with some lines being solid and others dotted. The design is positioned on the left side of the page, with lines extending towards the right.

# OVERVIEW & HIGHLIGHTS

This year saw the completion of the BCITSA Strategic Plan, *Raising the Bar – BCITSA Strategic Vision 2019-2024*, as a guide to follow for the challenges ahead. The document outlines the associations four key strategies for success going forward. These are Satellite Campuses, Student Services, Engagement, and People and Association.

For these strategies, various goals were identified, prioritized by our Executive Board, and then approved by Council. These strategies and goals are now the road map for the next five years as we focus on the new student centre.

## STUDENT CENTRE

We are outgrowing our spaces, both administratively and in scale, compared to our delivery of services. The Great Hall is losing its greatness as the world, and student's needs change. We require bigger brighter spaces to offer students what they are looking for in wellness, developmental opportunities outside of the classroom, areas to study, and larger-scale operations to accommodate better all of the necessities key to delivering the best overall learning environment.

Plans are now underway to develop the proposed new Student Centre. We are in the process of creating focus groups made up of BCITSA staff and students to determine the space usage and requirements for the new building. Using this data will help us plan and create a better space with room to grow and deliver our brand of student-focused success.

## SATELLITE CAMPUSES

To achieve the goal of making BCITSA services available to all students, we created a Satellite Campus Coordinator role. This position allows us to bring additional support to campuses that have traditionally been left with minimal services due to distance, smaller enrollment, specialized programs, and limited resource areas. The idea is to create a sense of community on all campuses and bridge the gap to further provide excellent programs and services offered by the SA.

## STUDENT SERVICES

Whether it's advancing the achievements of student clubs or advocating for students on the relevant issues impacting their journeys, BCITSA is focused on students and can never lose sight of that goal. In planning for the future, we will ensure that our Student Services remain relevant, student-centred, responsive, and proactive. We must continually evaluate what is working and what could be changed to meet the needs of our membership more effectively.

IxL, the annual Student Association leadership conference, had another incredibly successful year. Established by Career Services in 2017 with the aid of many other internal departments and the student executives, it has earned a spot in the roster of events for the upcoming year.

For the second year in a row, Career Services ran the international mentorship program, an initiative that partners peers, and allows them to work on leadership skills. Student Services also helped establish nine student clubs (bringing the sanctioned club list to 54), executed 90 club events, and created the first ever club mixer. The club mixer boasted a 45-minute speaker panel featuring three club alumni and a further 45 minutes of inter-club networking between 50 students and three faculty advisors.



## ENTREPRENEURSHIP

The Entrepreneurship program hosted 28 unique events in 2018-2019, which delivered service to 547 students this year. The Entrepreneurship Mentorship program also increased the program completion rate to 81% (over the previous year's 74%). This year's focus was to enhance the quality of matches, not the quantity, assuring that the mentees and mentors participating would be committed to the program. Entrepreneurship remains committed to helping students succeed in individual initiatives during and after their time at BCIT.



## WELLNESS

The SA Wellness Department has a strong foundation of existing programs and services that support individual student health. Given the busy schedules of BCIT students, attendance and participation are highest for events that involve brief, impactful interactions. Finding creative ways to maximize and evaluate the outcomes of these interactions is an ongoing goal of the department.

Nineteen programs were offered throughout the year by Wellness, including Fresh Fruit Fridays, Doggy De-stress, and Speak Up Speak Out (SUSO). Through these events, the department was able to support close to 8,000 students.





## ADVOCACY

The BCITSA Advocacy department continues to see a growing number of students each year, and we are thrilled. Most of our referrals come from BCIT faculty and associate deans, but as the word is getting out that student voices can be heard, we are seeing an increase in student-led referrals. A highlight for the office this year was the Bachelor of Nursing program asking the Advocacy office to teach a section in the first-year students' curriculum on patient advocacy and student rights.

We saw a record number of students this year, with approximately 536 students seeking assistance from the BCITSA Advocates. Through our workshops and other engagements, we continue to teach the BCIT community about communication, conflict resolution, rights, consent, and how to refer distressed or suicidal students to the right places. We still attend staff meetings and management forums, and we sit on numerous policy committees (including one that the BCITSA started this year!) to ensure that the student experience at BCIT is understood by those who educate here.

The Advocacy department has also been working to develop external relationships that enhance the SA's already proven programs. By working with local and national partners, they have bolstered programs and services to reach the maximum number of students.

The past year has seen a host of success in the field of external advocacy; after years of lobbying, governments took steps to improve the affordability of post-secondary education. In Budget 2019, the BC government eliminated interest rates on provincial student loans, while the federal government reduced rates in their pre-election budget. The BCITSA engaged students in five different democratic exercises by disseminating information and providing opportunities to participate during the fall SA by-elections, fall municipal elections, fall referendum on BC electoral reform, spring federal by-election, and spring SA general elections. Finally, the groundwork was laid for fall 2019 to see both a successful U-Pass renewal referendum and federal voting stations at BCIT Burnaby campus.

## PEOPLE AND ASSOCIATION

Building on the culture of celebrating success and recognizing employee excellence, BCITSA has already begun the task of researching roles and pay structures for the ever-growing team. Upcoming changes will reflect the market-driven wages of our employees in a competitive market so that we can continue to keep the best and the brightest employees engaged and motivated.

Additionally, we have been undertaking technological projects to help streamline the business side of things with changes to our sales processes, point-of-sales software programs, and internal audits of staff-use equipment to ensure we are on the path to success.

## STUDENT GOVERNANCE

During this fiscal year, Council decided to add two new positions to the presiding student body. BCITSA added a Downtown Campus Chair to help service the needs of both full- and part-time students at that ever-growing satellite campus. Additionally, at BCIT Burnaby Campus, a Vice President of Equity and Sustainability was added to cover the increasing demand to advocate on behalf of the students for equity and inclusivity on campus, as well as to align with UN Sustainable Development goals.



## CATERING

The BCITSA also introduced Catering to its food services department this year. Headquartered in SE40, SA Catering now offers competitive service to events and meetings all over the BCIT Burnaby Campus. The department was immediately successful upon launch and continues to maintain a steady influx of new clients.

## PAVILION

Building on the previous year's theme of "Collaborating to Succeed," BCITSA and BCIT embarked on a joint venture to create Pavilion, a unique, upscale bistro-style food and goods service location on the North side of Burnaby campus. With the official launch of Pavilion, scheduled for September 2019, all of the hard work from the previous years has paid off, showcasing a modern environment with excellent food options available in a location for students and staff that had gone underserved for a very long time.

## IN CONCLUSION

Overall, 2018-2019 was a year full of unique challenges and opportunities. From collaboration with BCIT on the implementation and creation of a new style of food service to adding a government advocate to assist in lobbying for student rights and benefits, BCITSA has raised the bar for excellence. We are building stronger connections within our student community, and ensuring that the excellent services we have worked to establish are refined and effective as we move forward into 2019-2020.



# SUMMARY STATEMENT OF OPERATIONS BY FUND

Year Ended May 31

## CAPITAL LEVY FUND

	2019	2018
Capital levy collected - Student Spaces .....	\$342,329	\$136,725
Expenditures - Student Spaces .....	(610,477)	(32,734)
Student Spaces - Net .....	(268,148)	103,991
Capital levy collected - New Building .....	1,114,079	816,672
Investment Income - New Building .....	68,304	529
Expenditures - New Building .....	(10,753)	
New Building - Net .....	1,171,630	817,201
Excess / (Deficiency) of Revenue over Expenses	<u>\$903,482</u>	<u>\$921,192</u>

## STUDENT MEDICAL INSURANCE FUND

Student medical fees collected .....	\$1,935,968	\$1,765,803
Medical insurance premiums paid .....	(1,666,252)	(1,586,627)
Expenses - Wages, Rent, G&A .....	(204,001)	(208,748)
Write-off of capital Assets .....		(1,335)
Excess / (Deficiency) of Revenue over Expenses	<u>\$65,715</u>	<u>\$(30,907)</u>

## OPERATING FUND

BUSINESS REVENUES - RETAIL AND PUB .....	\$2,659,046	\$3,432,064
Cost of Sales .....	(1,369,285)	(1,722,185)
Wages, Rent, G&A, Amortization .....	(1,713,713)	(1,753,331)
Net Business Surplus / (Loss) .....	(423,952)	(43,452)

## OTHER REVENUES

Student Fees Collected .....	3,583,767	3,363,285
Capital levy collected - SE2 Expansion .....	313,124	300,795
	3,896,891	3,664,080
Childcare Revenues .....	905,666	644,024
Other Various Revenues - Net .....	623,386	641,960
Clubs - Membership Fees, Fundraising, Misc .....	344,309	264,477
	5,770,252	5,214,541
Total Net Revenues	<u>5,346,300</u>	<u>5,171,089</u>

## EXPENDITURES

Program Delivery - Student Services .....	616,342	578,053
Program Delivery - Career Services .....	615,056	596,665
Program Delivery - Entrepreneurship Services .....	159,853	139,830
Program Delivery - Advocacy Services .....	215,770	244,497
Program Delivery - Childcare Services .....	947,643	681,524
Student Governance .....	245,104	238,952
Services & Governance .....	2,799,768	2,479,521
Administration .....	2,841,509	2,570,547
	5,641,277	5,050,068
Club expenses .....	309,440	279,046
	5,950,717	5,329,114
Operational subtotal .....	(604,417)	(158,025)
Share in deficiency of revenues over expenditures of Joint Venture .....	(58,640)	
Write-off of capital Assets .....	(6,482)	(2,263)

Excess / (Deficiency) of Revenue over Expenses	<u>\$ (669,539)</u>	<u>\$ (160,288)</u>
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Total Organizational Excess / (Deficiency) of Revenue over Expenses	<u>\$299,658</u>	<u>\$729,997</u>
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## SUMMARY STATEMENT OF FINANCIAL POSITION

As At May 31

### ASSETS

	2019	2018
Cash	\$2,481,907	\$3,059,099
Other Current Assets	1,041,891	833,361
Total Current Assets	3,523,798	3,892,460
Investments - New Building Fund	1,387,041	-
Investments in Joint Venture	91,959	-
Loan due from Joint Venture	1,522,817	-
Capital assets, net of depreciation	5,222,430	5,836,281
Assets under Construction	-	253,203
Deferred charges	67,623	80,999
Prepaid Rent - SE2 3rd Floor	1,115,970	1,318,874
	<b>\$12,946,091</b>	<b>\$11,381,817</b>

### LIABILITIES

Current liabilities	\$2,620,946	\$2,536,257
Long Term Debt	5,502,209	4,322,282
	<b>8,123,155</b>	<b>6,858,539</b>

### NET ASSETS, BY FUND BALANCES | INTERNALLY RESTRICTED

Capital Levy Fund - Student Spaces	(24,678)	243,469
Capital Levy Fund - New Building	1,988,291	816,662
Total: Capital Levy Fund - Student Spaces & New Building	1,963,614	1,060,132
Medical Insurance fund	559,841	494,126
	<b>2,523,455</b>	<b>1,554,258</b>
UNRESTRICTED	2,299,481	2,969,020
	<b>4,822,936</b>	<b>4,523,278</b>

**\$12,946,091** **\$11,381,817**

## SUMMARY STATEMENT OF CASH FLOWS

Year Ended May 31

### OPERATING ACTIVITIES

Total Organizational Excess / (Deficiency) of Revenue over Expenses <i>Add: Items not involving Cash</i>	\$299,658	\$729,997
Depreciation and Amortization	889,307	856,116
Prepaid Rent	202,904	202,904
Unrealized gains on investments	(43,996)	
Contribution of capital assets - Entrepreneurship Centre	163,169	
Share in deficiency of revenues over expenses from Joint Venture	58,640	
Write off of capital assets	6,482	3,598
	<b>1,576,164</b>	<b>1,792,615</b>
Cash: Provided by decrease of / (Used to increase) - Current Assets	(160,123)	(65,200)
Cash: Provided by increase of / (Used to decrease) - Current Liabilities	10,979	589,273
Operating Activities - Cash: Provided by	<b>1,427,020</b>	<b>2,316,688</b>
Investing Activities - Cash: (Used)	(1,675,175)	(1,372,584)
Financing Activities - Cash: Provided by / (Used to repay) Long term Debt	(329,037)	329,045
Cash: Increase / (Decrease)	<b>(577,192)</b>	<b>1,273,149</b>
Cash: End of year	<b>\$2,481,907</b>	<b>\$3,059,099</b>

Current Ratio (Working Capital) - min 1.10 to 1	1.34	1.53
Debt to Tangible Net Worth - max 3 to 1	1.71	1.54
Debt Service Coverage - min 1.10	3.09	4.44

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, 2019. 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 18, 2019. 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 [www.bcit.sa.ca](http://www.bcit.sa.ca)



**Timothy David**

BCITSA President

# 2018/2019 Executive Board



**Corey Pope**

Chair, School of Energy



**Christian Colquhoun**

VP External



**Jordan Holden**

VP Campus Life



**Eirylle Sanchez**

VP Student Affairs



**Henry Vo**

VP Finance



**Matt Hardwick**

Chair, School of Business



**Sasha Voznyuk**

Chair, School of  
Health Sciences



**Chris Samra**

Chair, School of Transportation,  
Construction & the Environment



**Carina Dung**

Chair, Aerospace  
Technology Campus



**Justin Cervantes**

Chair, School of Computing &  
Academic Studies