

Northwest Community College

Employee Handbook

2006 - 2007

<http://www.nwcc.bc.ca/HRDept/hr.cfm>



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Updated versions of this employee Handbook are available on the NWCC website at

<http://www.nwcc.bc.ca/HRDept/hr.cfm>

Mission and Values

Mission Statement

Northwest Community College provides quality learning experiences that help prepare our students for successful, positive futures. We celebrate the diversity of our northern and First Nations populations and reflect this diversity in our programs, services and our workforce. We approach every interaction with respect and integrity and collaborate with our partners to meet the unique educational needs of our communities.

Vision Statement

At Northwest Community College we have a passion for educational leadership. We foster excellence in instruction and learning in a unique and spectacular environment.

Values and Operating Principles

We are respectful in every interaction and in our personal and professional behaviour. We are an ethical institution that acts with integrity. We work toward growth, continual learning and collaboration with students, communities and each other.

Accountability — We establish and achieve College objectives that are cost-effective and open to public review.

A Student-centred College — We operate programs, courses, and services focussed on meeting the learning, developmental and employment needs of the learners we serve.

Student Success — We commit to removing barriers to student success. We will provide services, programs, and resources to foster success.

Respect — We treat each person in a fair and equitable fashion, acknowledging and valuing his or her perspectives and diversity. We do not tolerate discrimination on the basis of race, age, colour, ancestry, place of origin, political belief, religion, marital or family status, financial status, physical, mental or learning disability, gender or sexual orientation.

Cooperation — We commit to working cooperatively and in good faith with our internal and external communities.

First Nations Heritage and Cultural Competency — We commit to reducing systemic barriers such as racism, and ensuring that our courses and programs demonstrate an integrated inclusion of First Nations culture and knowledge.

Openness to Change — We provide relevant, current and innovative programs and services and respond to changes in society and the needs of our learners.

Accessibility — We commit to addressing barriers and providing fair and equitable access to learning opportunities and services throughout the region.

Empowerment of Communities — We commit to the decentralization of learning opportunities and recognizing the role of communities we serve in determining their educational priorities.

Empowerment of Employees — We commit to have our employees actively participate in the decision-making processes at the College.

Empowerment of Students — We recognize and encourage the active involvement of students in the development and improvement of College programs and services.

Innovation — We encourage and support creativity and innovation in the development of initiatives that address opportunities for constructive change.

Sustainability — We conduct our business in an environmentally responsible manner and include sound resource practices such as waste reduction, recycling and energy conservation.

Message from the President

The economy in the northwest appears to be on the rise and there have been many announcements which suggest that economic renewal is around the corner. In anticipation of new industries and economic recovery, the College has launched many new programs and refocused services and programs to better meet workforce demands and to take advantage of new opportunities.

Over the last year we saw the launch of the community-based Essential Skills for Work program initiated in four First Nations villages. This program attracted a new market of students to the College; many of the graduates are now carrying on in CCP, Mining and Exploration and other career programs. This program, among others, is in part, targeting communities which have suffered from high, long standing unemployment. Our goal is to build capacity and assist with the building of a workforce which may take advantage of an improved economy.

Our Trades programs have greatly expanded. Last year we took a risk and launched more Trades offerings than we received funding for in order to demonstrate to the Industry Training Authority that there is a high demand for trades training in the northwest and to encourage the ITA to support training in the north, rather than make people relocate, or be placed on long waiting lists for southern institutions. Our risk paid off, and the ITA is now funding more programs at NWCC than ever before.

The College has strengthened its role within the communities we serve and is clearly seen as playing a leadership role in the social and economic development of the northwest. Our international endeavours have begun to reap benefits and build bridges with China, Japan and Bolivia. The Freda Diesing School of Art and Design is connecting us to the First Nations Art community here and abroad in new and exciting ways; the School of Exploration and Mining has its best year ever and played a key role in provincial training and employment initiatives. As a result, the College is being called upon more and more to assist in educating a skilled and knowledgeable workforce and with assisting communities with long-term economic development plans.

The College is well positioned to respond to changes occurring in our region as a result of these new economic activities. We have an incredible team of staff and faculty, and together we are truly impacting the lives of our students and partners in the northwest. The passion and commitment that each of us has to our work and the students we serve are what set us apart from other places of learning and other places to work. Our students and communities are noticing and appreciating the difference.

We are continuously working on new ways to reach people in our communities, and to ensure we are offering the educational programming they need to adjust to changing times. I am committed to continuing that, and to making this College relevant to those we serve.

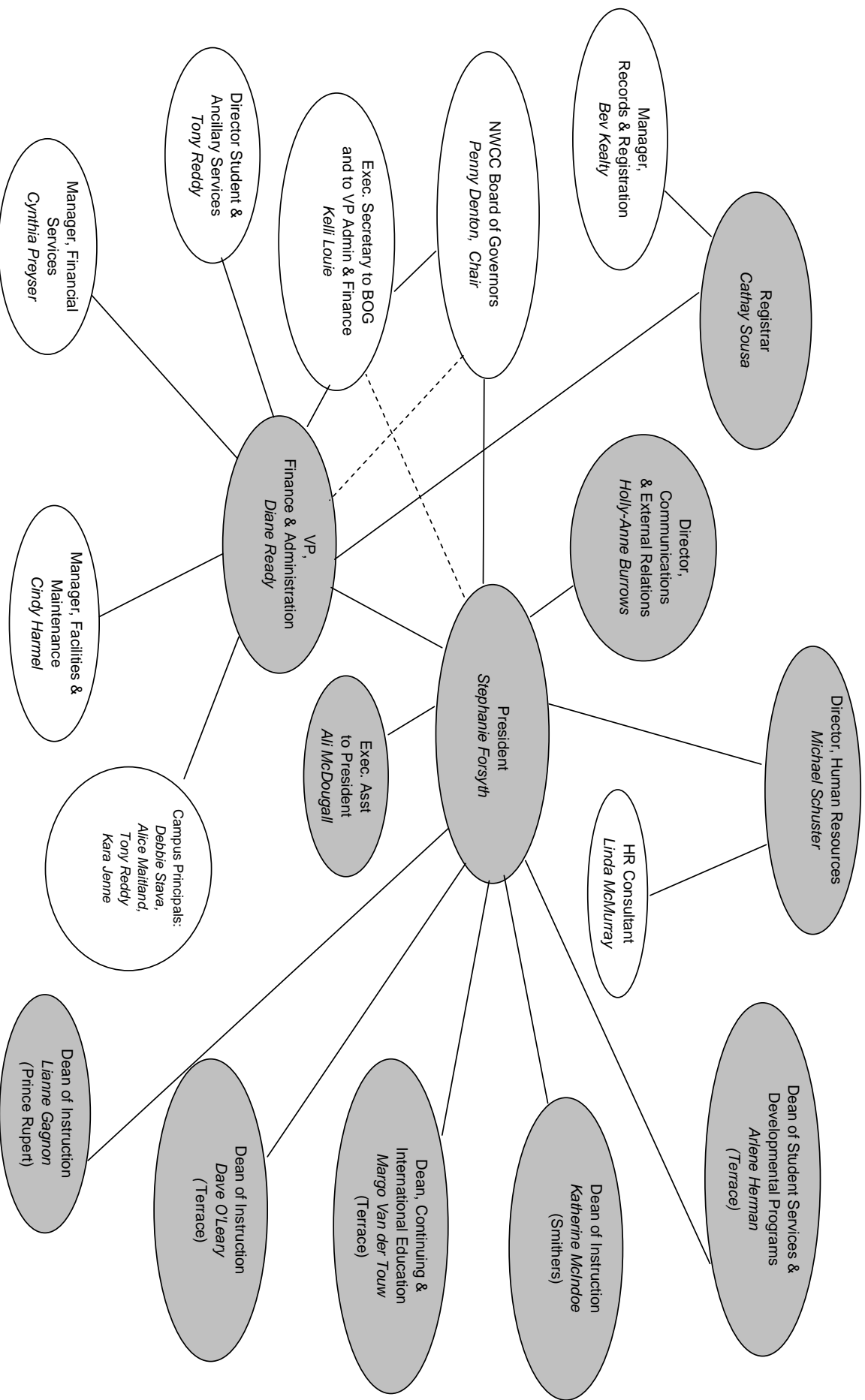
To accomplish this requires the ongoing participation of everyone. If you are the kind of person who tends to remain in the background, I encourage you to get more involved in the College. Bring new ideas and opportunities forward to your colleagues and peers in your department, allowing us all to benefit from your creativity and innovation. If you are a natural leader, I encourage you to keep contributing your ideas and input.

Northwest Community College is the culmination of the efforts of all of us and I thank you for everything you do each day to make a positive contribution to our continued success.

- Stephanie Forsyth, President

College Administrative Structure

August 2006



*shaded positions = Core Administrative Team

Overview of Key Administrative Responsibilities

Stephanie Forsyth, President

Government Liaison/Relations
Fund-Raising
International Development
Communications & External Relations
Policy Development
Freda Diesing School of Art & Design (including studio programs e.g. carving)

College Agreements/Affiliations
Strategic Planning & Implementation
Board of Governors & Board Education
Education Management Committee
Centre for Teaching & Learning

Ali McDougall, Executive Assistant to the President/Board of Governors

All clerical and administrative functions for the Office of the President
Ministry Staff Liaison for College
Liaison to the Gov't Board Resourcing Office

Diane Ready, Vice-President, Finance & Administration

Finance
Colleague
Payroll
Capital Planning
Risk Management
Ancillary Services (Purchasing, Residences, Security, Printshop, Cafeteria, Bookstore)

Facilities and Maintenance
Information & Computer Services
Contracts
Policy Development

Kellie Louie, Administrative Assistant to the Vice President, Finance & Administration & Board Secretary

All clerical and administrative functions for the Vice President, Finance & Administration
Secretarial functions for the Board of Governors

Holly-Anne Burrows, Director, Communications & External Relations

Marketing Strategies
Website Development

Media Relations
External Communications

Michael Schuster, Director, Human Resources

Employee Recruitment & Selection
Labour Relations
Employee Performance Appraisals
Employment Equity
Employee Agreements

Benefits Administration
Job Classification
Support Staff Development & Training
Policy Development

Katherine McIndoe, Dean of Health and University Credit Programs

Health Programs (Licensed Practical Nurse, Home Support/Resident Care Attendant, Bachelor of Science in Nursing, Mental Health, Nursing Unit Clerk)
University Credit
Provincial representative on Academic Vice-Presidents Committee
Library
Eastern Region Education Planning (Hazelton, Moricetown, Smithers, Houston, Topley)

Arlene Herman, Dean of Student Services, Human Services & Literacy

Student Services (Advisors, First Nations Access Coordinators, Learning Assistance Specialists, Accessibility Coordinators, Learning Centres)
Student Services Policy Development
Student Services Planning
Human Services Programs (Social Service Worker, Early Childhood Education)
CIDA Bolivia Project
Literacy (Programs & Regional)

Dave O'Leary, Dean of Trades & Technology

Hospitality Programs (Culinary Arts, Culinary Mgmt & others under development)
Trades Programs
First Nations Public Administration
Computer Technology
Central Region Education Planning (Stewart, Nass Valley [including Gingolx], Terrace, & Kitimat)

Business Administration
Business Technology
Administrative Liaison, Education Council

BC Campus Liaison

Lianne Gagnon, Dean of Development & Career Programs

Developmental Programs (Career & College Preparation, Adults with Special Needs programs)
Natural Resource Management Programs
Tourism (Wilderness Guiding, Eco Adventure Tourism, Entrepreneurship Tourism Mgmt, FN Tour Guide)
Western Region Education Planning (Haida Gwaii, Coastal Villages, Prince Rupert)

Margo Van der Touw, Director, Continuing and International Education

Continuing Education
International Education
School of Exploration & Mining
Industry Program Contracts
English as a Second Language

Cathay Sousa, Registrar & Director of Institutional Research

Admissions
Registration
Student Records
Graduations & Awards
Financial Aid
Ministry Reports
Institutional Research
Student Scholarships

Bev Kealty, Manager, Records & Registration

Student Records
Financial Aid
Scholarships
Registration
Graduations

Cynthia Preyser, Manager, Financial Services

Budget Development
Financial Costing
Financial Reporting
Contracts
Investments
Risk Management

Anthony Reddy, Director - Students, Ancillary Services & Terrace Campus Principal

Bookstore
Cafeteria
Student Residences
Campus Operations, Terrace
Campus Principals
Purchasing
Printshop
Students
Community Liaison

Cindy Harmel, Manager, Facilities & Maintenance

Facilities & Grounds Maintenance
Capital Inventory
Janitorial Contracts
Health & Safety
Capital projects & Renovations
Utility Services
Facility Planning

Linda McMurray, Human Resources Consultant

Benefits Administration
Leave Administration
Job Classification
Employee Appointments

Deb Stava, Campus Principal, Prince Rupert

Prince Rupert Campus Operations
Student Services
Community Liaison

Alice Maitland, Campus Principal, Hazelton Campus

Hazelton Campus Operations
Student Services
Community Liaison

Kara Jenne, Campus Principal, Smithers & Houston Campuses

Smithers Campus Operations
Community Liaison
Houston Campus Operations
Student Services

Vacant, Campus Principal, Kitimat Campus

Kitimat Campus Operations
Student Services
Community Liaison

Overview of Education Administrator Portfolios
Effective April 24, 2006

Centre for Teaching & Learning

Mission

The Centre promotes excellence in education by providing a focus for continuous professional growth for College faculty and support staff.

Goals

- to support instructors' quest for excellence
- to foster a culture of inquiry and innovation
- to facilitate sharing and team-building across the College
- to promote interdisciplinary discourse on teaching and learning

Strategies

The Centre achieves its goals through:

- peer-based professional development activities
- workshops and retreats
- online chat groups on selected topics related to teaching and learning
- mentoring arrangements for new faculty
- resource collection
- showcasing best practices
- instructional design support
- honouring excellence in teaching

Priorities

Topics for professional development activities will be identified on an annual basis from among institutional priorities and by surveying faculty and staff as to their professional development needs. Examples of focus areas include:

- online learning
- student-centred teaching
- experiential learning
- the culturally inclusive classroom
- strategies for student retention and success
- outcomes-based instruction

Resources

- Expertise will be identified within the College and secondment opportunities provided for faculty and staff to deliver peer-based professional development events.
- Consultants from within the BC college system will be contracted to provide assistance as required.
- Planning will be conducted by the Education Management Committee in collaboration with Education Council.

Coordination is provided by the office of the President.

Communications and External Relations



With the increased focus on the recruitment and retention of students, promotion is becoming a larger part of everything the College does. As such, marketing activities are coordinated through the College's centralized Communications and External Relations department.

The department operates on two levels. The first is a global level with work focusing on mass forms of communications for the College as a whole such as advertising, media and public relations, College Web site and the production of key promotional material including program brochures, calendars, program and courses guides, and annual reviews. The second is at the program/service level where it provides support to the recruitment and retention activities done by specific areas/departments.

One of the key functions of the Communications and External Relations department is the stewardship of a consistent 'brand' image and messaging. Brand refers to the look and feel of all material and messages the college releases to the public, students, staff, and stakeholders. It's for this reason that things like media planning and buying, media relations, graphic design and production of promotional materials, advertising production, advertising research, and overall brand management is handled centrally at the College.

Although located at the Terrace Campus, the department is a support department, providing expertise in these areas to help the College overall achieve its enrolment and business objectives. The department works collaboratively with the college community to help program areas and campus staff meet their objectives, and to ensure a positive and professional image of the College is presented at every opportunity.

All available promotional material and resources can be found at the Communications and External Relations intranet site, located off of the home page of the college web site.

The department can be reached at local 5494.

Human Resources

NWCC employees are professional, dedicated, and committed to our students and their communities. The College supports an inclusive and equal workplace that recognizes the value of all employees.

Benefits

The College has comprehensive Medical and Dental coverage for our Regular employees. For newly-hired employees, a memo outlining your benefits and vacation entitlement will accompany your Letter of Appointment. Some employees have a waiting period before benefit coverage is started. Auxiliary employees receive pay in lieu of benefits and pay in lieu of vacation.

Pensions

All Regular and some Auxiliary employees are eligible to be enrolled in a PensionsBC plan. Instructors are covered by the College Pension Plan, and Support Staff are covered by the Municipal Pension Plan. Enrolment is mandatory for full-time employees, and optional for some part-time employees. *For optional coverage, it is essential that you complete and send the Pension Enrolment form (for “yes”) OR the Pension Waiver form (for “no”) immediately upon receipt of these forms from Human Resources.* You can obtain more information at www.pensionsbc.ca or from the Human Resources department.

Monthly Staff Reports

All employees of Northwest Community College (even the President!) must record their attendance on a Monthly Staff Report. Human Resources then inputs this information into the Colleague system to track vacation usage, sick days, etc. Check with your Supervisor to see which Monthly Staff Report you will be on. You confirm your attendance by initialling your ‘line’ on the form, then the Dean or Manager of that particular group will sign and authorize the attendance before forwarding it to Human Resources.

You may print blank Monthly Staff Reports, view Union Collective Agreements and Benefits Booklets, and access other Human Resources information on the Intranet. The intranet can be accessed from the NWCC Home Page at <http://www.nwcc.bc.ca> Click on ‘About NWCC’ and enter through the ‘Portal’ or ‘Intranet’ option. For questions and/or further information contact the Human Resources Office in College Services, phone 250-638-5450, confidential fax 250-638-5475.

Michael Schuster, Director Human Resources, local 5413
Linda McMurray, Human Resources Consultant, local 5450
Sharon Oates, half-time Human Resources Clerk local 5319

Union Information

There are three (3) separate bargaining units within the College: one for Support Staff; and two for Faculty. They are:

AWU/CUPE

Faculty Executive

Rocque Berthiaume	President
Ted Alter	Vice-President
Michael Brandt	Recording Secretary
Reto Riesen	Treasurer
David Heinimann	Corresponding Secretary

BC Government Employees Union

Faculty Executive

Ian McLean	Bargaining Unit Chair
Larry Bolingbroke	Vice-Chair
Tom Logan	
Gregory Krabes	

Support Staff Executive

Lynne Nordstrom	Bargaining Chair
Lorrie Gowen	
John Ross	
Rhoda Burke	

Payroll

Paydays are bi-weekly, every second Friday. The first pay period of this academic year is September 15, 2006. Your pay will be deposited directly into your bank account upon receipt of a voided cheque in Payroll. Pay advices will be emailed to you at work or at home, whichever you prefer, upon receipt of your email address in Payroll.

Regular Employees

Regular employees are paid salary up to and including payday. Sick days, vacation days, absences without pay, etc. are recorded on your Monthly Staff Report, and any pay adjustments resulting from this report are forwarded to Payroll from Human Resources. Any pay adjustments will be entered on the next pay period after we receive the information from Human Resources. Some Regular employees work hours that are too varied to be paid on a salary; in these cases they are paid on timesheets (see next paragraph).

Auxiliary Employees

Auxiliary employees are paid on an hourly basis. You must record your hours worked each day on a timesheet, indicating your start time, finish time, and total hours worked. Every payday, you must give your completed timesheet to your Supervisor, who will sign and forward your timesheet to payroll for processing. You will then be paid for these hours on the next payday. Blank timesheet forms may be obtained from the warehouse. There are different timesheets for Support Staff and Instructors because Instructors must indicate whether their hours worked are "instruction" or "non-instruction" hours. CCP Instructors must indicate whether instruction is self-paced or instructor-led. Without receipt of your timesheet in Payroll, **YOU WILL NOT BE PAID.** *It is essential that signed and authorized timesheets and other supporting documents be sent to the Payroll Office immediately following each payday.*

For questions and/or further information contact the Payroll Office in College Services, phone 250-638-5454, confidential fax 250-638-5475.

Virginia Cooper, Payroll Officer local 5454
Nina daSilva, Payroll Clerk local 5221
Sharon Oates, half-time Payroll Clerk local 5319

Information & Communication Systems

The College has created standards for software and hardware used throughout the College. These systems (see page 15) are supported by the Information and Communication Systems (ICS) Team. If you are experiencing a problem with your computer please use the College's "help desk" at 638-5417 or send an email to helpdesk@nwcc.bc.ca.

Visit the ICS department webpage, located under 'About NWCC' off the College home page for contact information, virus advisories, software patches, and telephone system Frequently Asked Questions.

Technology Committees:

Computer Advisory Committee

Website Committee

Educational Technology Committee

Management Information Systems Committee

Chair

Diane Ready

Holly-Anne Burrows

Diane Ready

Website

The College web site is a key communications and promotional tool which conveys and supports the college brand. As such, the college web site is designed by the Communications and External Relations Department to ensure brand and messaging consistency.

The college Webmaster works with the Director of Communications and External Relations to establish web standards and to develop the site to accommodate the needs of students, faculty, and the community.

The majority of information on the web site is provided and maintained by individual areas and departments. The Registrar approves all program information before it is posted. The college Web Committee handles functionality issues related to the site and acts as information conduits for their respective areas/departments

Program information postings are to be vetted through the respective Dean who will forward to the Registrar for approval. If the material needs Education Council approval this will need to occur before being submitted to the Registrar. Once the information has been approved it will be forwarded to the webmaster for posting.

Other posting requests can be sent directly to the webmaster. He can be reached at 5353 or webmaster@nwcc.bc.ca

An employee Intranet (Portal) is also available to help facilitate internal communications. Information contained on the intranet includes:

- Announcements and Events

- College logos and promotional templates (located in the Communications & External Relations department site)

- Department sites

- General documents for use by all staff

- Human Resource information and links

- Instructor pages

The intranet can be accessed from the College home page at <http://www.nwcc.bc.ca> Click on 'About NWCC' and enter through the 'Portal' or 'Intranet' option.

College Computer and Technology Standards 2006*

New Computers

P4 3.0Ghz with Multimedia and network support 100MB
80Gb Hd
512Mb RAM
17" Flat Panel LCD Monitor
USB Optical Mouse
Windows XP
Office Pro 2003
3 Year Warranty

Laser Printers

Hewlett Packard Laser printers HP4350N - workgroup class printer.

Fax Machines

Canon laser fax machines. Model type requested is reviewed by ICS upon requisition.

Other electronic equipment with a set standard:

VCR - Panasonic. Model information is available from the Purchasing Coordinator

TV - Panasonic. Model information is available from the Purchasing Coordinator

LCD Projectors: For 2006 the standard is the NEC VT 575

Standard is under review by ICS due to rapid change in technology – requests for purchase will be reviewed by ICS upon requisition.

NOTE: Desktop printers or fax machines such as inkjet, bubble jet, or vertical feed laser printers are not to be purchased

Supported Software

Windows XP
Microsoft Office 2003
McAfee Virus Scanner
Web Browser: Explorer
E-Mail: GroupWise

*These are updated annually.

Mail Service

Receiving Mail

Each department has a mailbox on campus where both internal and external mail is delivered daily. Please check with your Campus Administrative Officer or Program Coordinator for your mailbox location.

Sending Mail

Each building or campus has a designated location for dropping off both internal and external outgoing mail. When sending internal mail (to another building on campus, or another NWCC campus), please write the intended recipient's name, department and campus location on an internal mail envelope and place it in the outgoing mail bin.

Mail is processed in the Terrace Warehouse. If you have any questions about mail delivery, please call Alan Weston at local 5269.

Fax

Please contact the Campus Administrative Officer on your campus for the location of the campus fax machine(s). The College Staff Telephone Directory lists fax machine numbers, telephone locals, and staff positions.

Telephones

The NWCC Mitel telephone system is maintained by the ICS Department.

Updated phone lists and phone set and Voice mail user guides are available on the [College Portal](#).

Global Document Library

Phone Lists

Username = nwcc Password = global

- **phone list - Interim Directory College wide Alpha 6-20-06** - College staff & faculty listed alphabetically, 11 pages of 8 1/2 x 11 paper
- **phone list - TE and CS by FIRST 6-19-06** - sorted by last name, 1 page of legal size paper
- **phone list - TE and CS by LAST 6-19-06** - sorted by last name, 1 page of legal size paper

Additional documents are available for using phone sets and voicemail. The phone set and voice mail user guides are in Adobe PDF format and vary in size.

Contact your Campus Administrative Officer, the ICS Helpdesk, or the ICS Coordinator, Paul Fleming at local 5215 if you require assistance. Remember there is a FAQ page for the phone system on the ICS Department webpage.

Education Council

Education Council is a committee governed by the Provincial College and Institute Act. Members are elected to represent their respective constituencies: faculty, staff, students and administrators:

10	Faculty Members
4	Student Members
4	Education Administrators
2	Support Staff Members
1	First Nations Staff Member

The President and any attending Board Member will be non-voting members.

More on the College's Education Council can be found under "General Information" on the College website.

Members for 2006/2007:

Sarah Antwis	Ken Downs (chair)	Moriah Inkster	Sandi Lavallie
Patti Barnes	Matt Gyorfi	Mona Izumi	Dave O'Leary
Margaret Brown	Ian Hamilton	Norma Kerby	Michele Nehring
Randy Chalifoux	Ken Hawkins	Shelley Koopmans	Margo vander Touw
Diane Collins	Arlene Herman	Gregory Krabes Cayley	Western

Committee Clerk:

Ex-officio: Stephanie Forsyth

Please note: membership will change with student elections in September and with filling of vacancies.

College Committee Network

Northwest Community College has established a network of committees that has been endorsed by the College Board. These committees are the **only** official advisory, and/or decision-making committees of the College. Please do NOT form a committee or task force without consultation with the Presidents' Office (amcdougall@nwcc.bc.ca).

The committee structure at the College is consultative and advisory in nature ultimately to the President and the Board. The network of committees has been designed to be inclusive, provide clear channels of consultation, advice, in the formulation of timely decisions within the College. In the context of being an advisory to the President or the Board, committees can and do make decisions within the following guidelines:

- the decisions do not affect areas beyond the committee's area of influence;
- the decisions do not conflict with existing college policy;
- the decisions do not conflict with the college's mission, values and operating principles.

Membership on a committee carries with it the responsibility to communicate information and decisions of the committee to the appropriate employee groups. To that end,

- a) The Chair is responsible to communicate information to other chairs of committees through the distribution of minutes or committee notes, and;
- b) Committee members are responsible to communicate the discussions and proceedings of meetings and within their sphere of responsibility, to implement decisions achieved.

The complete network can be found on the College intranet under 'General Documents'.

Board of Governors

The **Northwest Community College** Board of Governors, working in concert with the College's Education Council, and according to provincial legislation, represents the people of the northwest region in determining appropriate organizational performance. The Board approaches its task in a manner which emphasizes strategic leadership, pro-activity and future direction setting. The College Board is not involved in administrative operations and delegates these responsibilities to the President.

The President reports to the Board of Governors and her performance is reviewed annually by the Board Executive. The Vice-President, Finance & Administration also reports monthly to the Board on the financial status of the college.

The Board of Governors consists of eight provincially appointed community members, one elected faculty member, one elected staff member and two elected student members. The President and the Vice President, Finance & Administration are also members of the Board, as is the Chair of Education Council and the Chair of First Nations Council.

Government Appointed Community Members:

Penelope Denton	Board Chair, Prince Rupert Community Member
Claudette Lavoie	Haida Gwaii Community Member
Irene Seguin	Gitwinksihlkw Community Member
Glenn Bennett	Terrace Community Member
Vacancy	Kitimat Community Member
Matt Vickers	Hazelton Community Member
Harold Bent	Smithers Community Member
Shirley Hamblin	Houston Community Member

Council Chair Members:

Diane Collins	First Nations Council
Ken Downs	Chair, Education Council

Constituency Representatives on the Board:

Sandra Bullock	Elected Staff Member
Mona Izumi	Elected Faculty Member
TBA	Elected Student Members

College Administration Board Members:

Stephanie Forsyth	President
Diane Ready	Vice President, Finance & Administration

Administrative Support for the Board:

Kelli Louie	Executive Secretary to the Board
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The meeting schedule for 2006/2007 is as follows:

September 15 & 16, 2006	Smithers – Extraordinary Meeting	March 2 & 3, 2007	Terrace
October 20 & 21, 2006	Kitimat	April 13 & 14, 2007	Prince Rupert
December 1 & 2, 2006	Terrace	May 18 & 19, 2007	Terrace
January 18 & 20, 2007	Terrace	June 15 & 16, 2007	TBA

Minutes of all Regular Meetings of the Board are posted on the College Website under Governance. All members of the College Community are welcome to attend Regular Meetings which occur on scheduled Saturdays.

Dates to Remember

DATES TO REMEMBER	2006	2007
New Year's Holiday	Jan 2	Jan 1
College Offices re-open	Jan 3	Jan 2
Classes re-commence	Jan 3	Jan 2
Reading Week (University Credit classes)	Feb 20-24	Feb 19-23
Last Day for Official Withdrawal from Winter Semester Classes	Feb 24	Feb 23
Spring Break for BC Secondary Schools	Mar 13-17	Mar 19-23
Good Friday Holiday	Apr 14	Apr 6
Easter Monday Holiday	Apr 17	Apr 9
Winter Semester Classes End	Apr 21	Apr 20
Victoria Day Holiday	May 22	May 21
Last Day of Classes for Programs ending in June	Jun 16	Jun 15
Canada Day Holiday	July 3	July 2
B.C. Holiday	Aug 7	Aug 6
Labour Day Holiday	Sep 4	Sep 3
Classes Begin (Most Programs)	Sep 5	Sep 4
Thanksgiving Day Holiday	Oct 9	Oct 8
Last Day for Official Withdrawal from Fall Semester Classes	Oct 27	Oct 26
Remembrance Day Holiday	Nov 13	Nov 12
Fall Semester Classes End	Dec 15	Dec 14
Classes end (Most Programs)	Dec 22	Dec 21
College Office Close at 3:00 p.m.	Dec 22	Dec 24
College Offices Closed for Christmas Break	Dec 27,28, 29	Dec 27, 28, 31

*** All College Centres are CLOSED on Statutory Holidays.**

Ancillary Services

Ancillary services support operations, staff, and students at the College. Examples of college wide ancillary services are:

- Purchasing
- Warehouse
- Book store
- Shipping/receiving
- Print shop

Additional ancillary services available at the Terrace campus include:

- Cafeteria
- Student residences (dorms)
- Kiva coffee shop and sports centre (with one racquetball and one squash court)
- Security

The Terrace campus also has a child care centre on site that is operated by a non profit society.

Anthony Reddy, Director Student and Ancillary Services can be reached at local 5426.

Facilities/Maintenance

The repair and maintenance of all College buildings is the responsibility of the department under the direction of the Manager, Facilities Maintenance Cindy Harmel, local 5406. This department also plans capital projects, prepares short and long range plans for renewal of college infrastructure, and supervises all work that occurs on College property.

All requests for work are processed via Maintenance Work Orders available off the College website.

Cafeteria/Catering

There is a full service cafeteria at the Terrace campus that is open for breakfast, lunch and dinner from September through April. Students, staff, and the community utilize the cafeteria extensively. Operated in cooperation with the Culinary Arts programs at the College, the cafeteria also hosts “fine dining” events open to the public – these are often sold out well in advance.

For further information regarding the cafeteria or catering, contact the Food Services Manager at Local 5422.

Bookstore

Textbooks and course materials for College courses and programs are available at bookstores located at each campus. In addition, where there is a full service bookstore, other merchandise is available such as general interest books, stationery, backpacks, clothing, and NWCC gift items. The bookstores also provide a special order service and will order any book in print on your behalf. Contact the Campus Administrative Officer, or Marilyn Bennett, Bookstore Coordinator, for further information.

Printshop/Photocopying

Terrace campus has a central Printshop operated by Ed Hess, local 5247. The Printshop handles print jobs over 25 copies, and provides a quality product at a reasonable price. Print jobs require 5 days notice – services include black and white and colour copying, binding, laminating, posters, and business cards.

Please note that the Print Shop is very busy at the beginning of each term, exam time, and Board meetings. Please give Ed your order with as many days notice as possible. Print shop requisitions can be found on the College Intranet.

Photocopiers are available at each campus and require an NWCC copy card in order to operate. Please contact your Campus Administrative Officer to obtain or “refill” your NWCC copy card.

Accounting & Finance

If you are a 'budget officer' and have responsibility for certain cost centres, you will need to be familiar with the procedures of the Accounting Department. It is imperative that you use the proper 14 digit account codes assigned to the cost centres you are responsible for (eg. 10-XX-XXXXXX-8010). As a 'Budget Officer' you are assigned a number which gains you access to the account codes in WEBFI. Information on financial matters can be obtained from Tito Avila, Accounting Coordinator at local 5410.

The College operates an integrated management information system called "Colleague". Purchasing, Accounting, Student Records, Human Resources and Payroll form part of this integration and training is available for modules for which you might have responsibility.

Utilizing a tool called WEBFI, Budget Officers are able to view the budgets, the expenses and encumbrances for their areas of responsibility. Contact Jill Girodat, Business Analyst at local 5477 for more information.

All employees are eligible for reimbursement of expenses while on College business. "College business" is deemed to be for the benefit of the college and all activity must have prior approval of the immediate supervisor. In each case reimbursement will be costed at economy rates for expenses like air fare, and use union negotiated mileage and per diem rates. In order for expenses to be reimbursed on a Wednesday -the regular cheque run day - the claim is required to be signed off by an immediate supervisor, all receipts attached and lodged in the accounting office by Tuesday afternoon at the very latest. Expense claim forms can be obtained from your Campus Administrative Officer or the Accounting Department.

Should you require reimbursement for expenses of a medical nature please contact Linda McMurray, Human Resources Consultant at local 5450.

Purchasing

Commonly used office items such as pens and pencils etc. are ordered on a Stock Request Form. The completed form, duly signed by an authorized budget officer is sent to the Terrace warehouse (Alan Weston at local 5269) who will fill the order and send to your campus. These items are bought in bulk and provide a better price break for the entire college community and you are encouraged to use this service.

At each campus the Administrative Officer has a small Petty Cash provision on hand. This is for emergency items usually under ten (10.00) dollars. For re-imburement from Petty Cash a receipt must be provided as proof of an approved purchase.

All other purchases are to be done online within our purchasing module. All Budget Officers have specific dollar amounts allocated for the purpose of authorized spending. Requisitions must be created, approved by the supervisor and channelled through the purchasing department for execution. For more information on online requisitions please contact the Purchasing Coordinator at local 5405.

All single items in excess of \$500.00 are deemed to be capital in nature and falls within an Annual Capital Pool Priority Process. During January of each year requests for items needed by departments or programs are sought from the college community. A college team participates in the process and requested items are prioritized and purchased through the purchasing department. For further information contact Tony Reddy at local 5426.

It should be noted that the college maintains an emergency pool to handle those items that require immediate attention and this is brought forward to a regular meeting of our Core Administrative Team headed by our President for consideration.

Student Support Services

The following are various services available to students from the time they show an interest in NWCC until the time they complete their studies at the College.

Educational Advising

Educational Advisors provide students with up-to-date information on college services, policies, procedures, facilities, programs and courses. Advisors have knowledge of all college programs as well as programs and courses at other educational institutions and are trained to assist students with developing educational plans and with course planning. They are available to help students define and work towards their educational goals. Potential students interested in applying to the College are encouraged to phone their local campus to make an appointment to speak with an Educational Advisor.

The college endeavours to provide students with the most current and accurate educational advice available; however, because of the dynamic and complex nature of post-secondary education in BC, we urge all students who are seeking transfer to other institutions to always verify the advice we offer them with the receiving institution.

Assessment and Application

When students have chosen their courses or programs they will complete an application for admission to the College.

Students without documentation of formal English and/or Math prerequisites may also do an entry assessment to find out if they are ready to begin their studies. Students who are not yet ready to successfully complete their chosen courses or program will be helped to upgrade their skills.

First Support Checks

College faculty and staff, as well as members of the Student Support Team, will monitor student performance and may offer assistance to students who seem to be struggling, missing classes or progressing more slowly than expected. These support checks are meant to provide assistance to give students the best possible chances of succeeding in their studies.

The College has services available for students who may be having difficulties. Students can get help with money problems, academic problems, or personal problems that may be affecting their studies. Students can be referred to agencies outside the college for assistance. Students can be referred by college faculty or staff.

Subsequent Support Checks

College faculty and staff as well as members of the Student Support Team will continue to monitor student performance throughout the college term.

Program Registration

Once the College has approved applications for admission, students will be offered the next available seat in the course or program. Students will pay their fees and meet all of the requirements for entry into the program, sometimes with help from Student Support staff or outside agencies. The student will begin the program on the scheduled entry date.

Student Support Team

The Student Support Team consists of the Educational Advisors, First Nations Access Coordinators, Accessibility Services Coordinators and Learning Assistance Specialists. For more information on their roles, refer to the individual team member descriptions.

Student Support Team cont.

Learning Assistance Specialist

Learning Assistance Specialists provide support to the Learning Centre. The Learning Centre provides Student Success courses, faculty assistance, peer tutoring programs and assessments for students experiencing learning difficulties. (Learning Assistance Specialists are located at Smithers, Prince Rupert and Terrace campuses with outreach to Houston, Hazelton and Kitimat campuses.)

Financial Aid

See the college website for a complete description of financial assistance.

First Nations Student Access Coordinators

First Nations Student Access Coordinators provide consultation and support regarding personal and educational matters to First Nations students. Students are able to access services and resources both on and off campus. Coordinators provide support to First Nations students to assist in their transition to the college system, act as a liaison between the College and First Nations Education coordinators, and work in conjunction with the college community to participate in initiatives that are designed to provide a welcoming and supportive environment to First Nations students. (First Nations Access Coordinators are located at Hazelton, Terrace and Prince Rupert Campuses. Students at other campuses are welcome to contact the Coordinators by email or phone or campus visits.

Accessibility Services

A range of services and/or equipment are available to enable students with disabilities to pursue their education.

Services include:

Accommodation

At the Terrace Campus there are male/female dorms equipped for students with a physical disability. In all other centres you may obtain advice on accommodation from the Educational Advisor.

Equipment

A wide range of equipment is available for students to use. Equipment which can be borrowed include keyguards, therapeutic chairs, back support cushions, touch talker computer, braille, MPrint, amplified headphones, TV decoder, unicorn membrane board, variable speed 4 track recorder, FM listening device, talking calculator and a Porta Cap.

The Ministry has made available the Adult Services Program initiative that has also expanded NWCC's ability to further address the needs of students with disabilities (i.e. equipment, and services).

Student Assistants

Student Assistants can be hired to provide help to students with disabilities in a number of ways. Examples of assistance include mobility assistance, tutoring, library research, note-taking and typing.

Orientation and Pre-registration Assistance

Individualized orientation sessions and pre-registration assistance are available for students with disabilities.

Physical Accessibility

The College is working towards improving the level of physical accessibility at each of its locations. Each campus has designated parking spaces for those who have a disability and washrooms are equipped with grab bars.

Program Support

Support items include: Exam adaptations (oral, taped, extended time, etc.), NCR paper (non carbon required paper), tapes/tape recorders, photocopy pass for lectures notes, talking books, interpreters, mobility assistance and tutors.

Library

**Centre of learning
Knowledge, an enriching quest
@ our Library**

The Library website is your “virtual library” available 24 hours a day via the web. It provides instant access to the online catalogue (WebCat), electronic journal and newspaper databases, e-books, faculty favourites and subject websites, other library catalogues, online study skills sites, research and writing information, and much more.

www.nwcc.bc.ca then <click> on Library.

Drop in to any campus and check out our collections of books, maps, videos, DVDs, oral history tapes, archival photos, literacy materials, children’s books and videos, government reports and documents, history materials from northwest BC, stats Canada materials, First Nations materials and LPs. We also circulate AV equipment, adaptive technologies, snowshoes, posters, and other eclectic items.

You must have a library card to borrow materials, but can renew loans over the phone or by email. Faculty and staff may request extended loan periods (eg. for a semester).

It is important that instructors remain in close touch with the Librarians. We appreciate receiving copies of reading lists, class assignments, course outlines, and notices of course changes.

All instructors need to:

- Book orientation tours at the beginning of each semester, to familiarize your students (and yourself) with the Library’s services, collection, and facility;
- Familiarize yourself with the online catalogue (WebCat), the online journal and newspaper databases, the virtual reference collection, and the Reserve system; and
- **MEET YOUR CAMPUS LIBRARIAN!**

Reference and research assistance, as well as orientations and library classes, are available from the following College Librarians:

Terrace, Kitimat, Nass, Stewart	Patti Barnes	638-5407, local 5407
Prince Rupert, Haida Gwaii	Sherry Morrison	624-6054, local 5705
Smithers, Hazelton, Houston	Michele Cook	847-4461, local 5836

We hope you will keep us informed of your needs as well as your complaints. Our goal is to support excellence in teaching, student success, and lifelong learning, through the provision of a diverse range of quality resources and services.

Professional Development

The College is committed to developing and maintaining a high quality professional development program to encourage employees to strengthen your skills, keep up-to-date with changing trends and technology, and enhance your ability to work in other areas of the College. All regular employees have access to professional development and funding.

The College works with each of the unions to manage professional development and allocate the funds. The members of the 3 Professional Development Committees are:

BCGEU Support Staff

Lynne Nordstrom, Chair
Lorrie Gowen
Richard Jenne
Michael Schuster
Sharon Oates, Recording Secretary

BCGEU Faculty

Ada Sarsiat & Peter Haigh, Co-Chairs
Tom Logan
Katherine Staiger
Richard Jenne
Vena Hachkevich
Mercedes delaNuez
Michael Schuster
Sharon Oates, Recording Secretary

AWU/CUPE Faculty

David Archer
Joan Turecki
Norma Kerby
Ken Shaw
Michael Schuster
Katherine McIndoe

More information and application forms are available through any of the Committee members, and also on the College website. As well, each of the collective agreements has more detailed information.

College Policies

The College is guided by a number of Board and Operational policies. Current, active and approved policies are posted on the College website under "About NWCC". Please review these policies and be familiar with their intent. These policies will inform you about how to handle situations that may arise in the workplace, how to handle various situations, as well as providing information as to guidance with respect to issues such as purchasing, health and safety matters, college resources and alcohol on campus.