

# BCCCA CONFERENCE 2011 DELEGATE PACKAGE



The voice for private post secondary education

## Conference Information

Join BC's Career College leaders at the annual BCCCA Conference, October 27 to 29 at the River Rock Casino Resort in Richmond, BC. We are expecting over 250 attendees, representing over 70 of the province's most successful and dynamic private colleges. The conference will also be attended by senior managers from the BC government who are involved in the regulation and support of this industry sector, and by vendors who provide products and services to our industry.

The three day conference features:

- Presentations and panel sessions addressing topics of importance to the future of BC's Career Colleges
- Professional development workshops for college managers, instructors and staff
- Sessions exploring the use of technology for marketing, administration and teaching
- Extensive opportunities to network with industry leaders, regulatory staff and vendors
- A high quality, convenient and entertaining venue at the River Rock Casino Resort
- Excellent value for the price and the ability to get an even better deal through early bird discounts, multiple attendee discounts and member discounts



**October 27–29, 2011**  
River Rock Casino Resort  
RICHMOND | BRITISH COLUMBIA

## The Association

The British Columbia Career College Association represents the interests of organizations and students involved in Private Post- Secondary Training and Education in BC. The BCCCA acts as the communication and advocacy heart for our membership on all fronts related to government policy, post secondary education and training infrastructure, and parity issues affecting institutions and students within the larger framework of post-secondary education in BC. We also support consistency, accountability, and excellence in the private post-secondary training sector. Our annual conference is an important part of this mission.

The need for innovative, responsive, effective and cost efficient skills training increases every year. Private career colleges are essential to the development of a qualified workforce for British Columbia. Our college members also provide ESL and career training to foreign students who want to live and study in British Columbia.

**BC CAREER COLLEGES ASSOCIATION**  
execdirector@bccca.com | 604.365.8443





# Conference At-A-Glance

<b>THURSDAY OCTOBER 27</b>			
9:00am–5:00pm	<b>Pre-conference workshop</b> — <b>Orientation to Conflict Resolution: Justice Institute of BC Certificate workshop</b> ( <i>lunch not included</i> )		
12–5:00pm	<b>Vendor Set Up and Registration</b>		
4–8:00pm	<b>Registration of Delegates</b>		
5–8:00pm	<b>THURSDAY RECEPTION</b> Networking, Appetizers and Cocktails — <i>Sponsored by Westland Insurance;</i>		
8:00pm–?	<b>Entertainment and networking at the River Rock Casino Resort</b>		
<b>FRIDAY OCTOBER 28</b>			
<b>Corporate Exhibit area open 8:00am–6:00pm</b>			
8–9:00am	<b>BREAKFAST</b>		
9–10:00am	<b>PLENARY SESSION</b> — <b>Rosalyn Kunin: The Economics of Private Education and Workforce Development in BC</b>		
10–10:30am	<b>NETWORKING and COFFEE BREAK</b>		
10:30am–Noon	<b>Industry Training Authority: The Path Ahead</b> <i>Kevin Evans, ITA CEO</i>	<b>Dealing with Diverse Student Groups</b> <i>Selena Martin &amp; others</i>	<b>Student Aid BC: Student Outcomes Survey and Other Initiatives</b> <i>Victoria Thibeau &amp; Andrew Martin, SABC</i>
12–1:00pm	<b>LUNCH</b> — <b>MP and MLA Introductions Harry Bloy, MLA</b>		
1–2:30pm	<b>The Role of EQA and BCIEE in International Marketing for Your School</b> <i>Tina Chow, BCCIE Sandra Partridge, EQA</i>	<b>Social Media Tools for the Classroom</b> <i>Sheny Gregory, Consultant</i>	<b>New Directions in Educational Technology</b> <i>Tim Agnew &amp; Gregg Ferrie Agile Project Management Solutions</i>
2:30–3:00pm	<b>NETWORKING and COFFEE BREAK</b>		
3–4:30pm	<b>PCTIA Bylaw Review and Updates to Process Review</b> <i>Karin Kirkpatrick, PCTIA CEO</i>	<b>Selling Your School: It Takes a Team</b> <i>Steve Whiteside</i>	<b>Employment Standards/Human Rights Issues Facing Private Educators</b> <i>Employment Standards Branch Staff</i>
5–6:00pm	<b>BCCCA Annual General Meeting</b> (BCCCA members only)		
6–8:00pm	<b>DINNER</b>		
8:00pm–?	<b>Entertainment and networking at the River Rock Casino Resort</b>		
<b>SATURDAY OCTOBER 29</b>			
<b>Corporate Exhibit area open 8:00am–2:00pm</b>			
8–9:00am	<b>BREAKFAST and Closing Remarks</b>		
9–10:30am	<b>Microsoft Certification in a Private Education Setting</b> <i>Microsoft – Sponsored by Wiley</i>	<b>Google Analytics for Improved Lead Generation</b> <i>Philipe Taza, Higher Education Marketing</i>	<b>Financial Aid Workshop – Level 1</b> <i>Judy Castle</i>
10:30–11:00am	<b>NETWORKING and COFFEE BREAK</b>		
11:00am–12:30pm	<b>Moodle – An Open Source Learning Management System</b> <i>Lambda Solutions</i>	<b>Accommodation Issues for Private Colleges</b> <i>Alan Wolfish QC &amp; Harris Rosen Trade School Experts</i>	
12:30–1:30pm	<b>LUNCH</b>		
1:30– 4:00pm	<b>Financial Aid Workshop</b> — continued		

## PLENARY SPEAKER

The BCCCA is pleased to bring to you...

### DR. ROSLYN KUNIN

*Dr. Roslyn Kunin is one of those rare economists who can make the subject of economics understandable and even interesting. In this session she will address the economic impact of education and training as an industry and as it relates to the development of the skilled workforce that British Columbia needs for its future.*

Dr. Kunin is chair of the board of directors of the Haida Enterprise Corporation and has been a Director of the Business Development Bank of Canada, chair of the Workers Compensation Board of British Columbia and member of the National Statistics Council. She has also served as the Chair of the Vancouver Stock Exchange, Governor of

### The Economics of Private Education and Workforce Development in BC

— Dr. Roslyn Kunin

the University of British Columbia and has served the community as Chair of the Vancouver Crisis Centre, and as Vice President of the YWCA. In her career, Dr. Kunin has worked in the private sector, taught at several Canadian universities (including Simon Fraser University and University of British Columbia) and served twenty years as Regional Economist for the federal government in BC and the Yukon. She is also a respected authority in measuring the economic impact of international students in Canada, having authored the 2009 report on international student contributions to the Canadian economy for the Department of Foreign Affairs and International Trade.



**This session will be sure to give you some insight and perspectives into the future development of your business and course offerings.**

## Track information:

### FRIDAY, OCTOBER 28 | 10:30am–12:00pm SESSIONS

Industry Training Authority – The Path Ahead	Panel on Dealing with Diverse Student Groups	Student Aid BC – Student Outcomes Survey and other Initiatives
<p><b>Kevin Evans, CEO</b> Industry Training Authority</p> <p>The ITA is the Provincial Crown Agency responsible for overseeing BC's industry training and apprenticeship systems. Its goals include providing a skilled workforce for BC's industries and career development for workers in those industries. The ITA works collaboratively with industry, training providers, unions, government and other stakeholders to meet the training needs of BC, and is therefore a key organization for private Colleges who work with Trades training in the province. Kevin Evans is the CEO of ITA and will discuss the ITA goals and objectives for training in apprenticeship and trades in BC in the coming year. This will be an interactive session with a question and answer time period allotted for participants.</p>	<p><b>Panel Members:</b> <b>Selena Martin, GVS</b> <b>Other Panel Members TBD</b></p> <p>This session will address the daily administrative and classroom challenges faced by staff in private education facilities when working with diverse student groups. The focus will be on five specific groups: at risk youth, single parents, new immigrants, First Nations, and disabled students. Each member of the panel brings skill and expertise in their chosen field. The main goal of any education program is to move students forward in their education and career development, so it is essential to understand how to help students overcome the barriers they face in achieving educational goals and securing employment. This session will provide a discussion of issues and solutions the panel members utilize in addressing some of these barriers.</p>	<p><b>Victoria Thibeau, SABC</b> <b>Andrew Morgan, SABC</b></p> <p>Student Aid BC is federally mandated to develop and implement the measurement of Student Outcomes as part of their evaluation of the success of education and training programs offered by SABC to designated private institutions in BC. In the past, SABC has only had loan default rates to use as a measure of the quality and success of programs. Student Aid BC is actively working with the BC Career Colleges Association on the development and implementation of a Student Outcomes Survey. In this session, SABC will discuss the progress that has been made on the development and implementation of this survey. SABC will also discuss its potential impact on SABC designation for colleges (public and private) throughout BC.</p> <p>This session will provide an update on the current status and future plans for recent and upcoming SABC initiatives, including:</p> <ul style="list-style-type: none"> <li>• The 2011 rollout of further integration of Canada and BC student loans programs,</li> <li>• Program-level designations (rather than college-level designations), and</li> <li>• Any other initiatives on the horizon at the time of the conference.</li> </ul>

FRIDAY, OCTOBER 28 | 1–2:30pm SESSIONS

<b>The role of BCCIE and EQA in International Marketing for Your School</b>	<b>Social Media Tools for the Classroom</b>	<b>New Directions in Educational Technology that will enhance the Educational Environment in the coming 12 months</b>
<p><b>Tina Chow, Director, Marketing and Quality Assurance</b> BCCIE <b>Sandra Partridge, Manager</b> EQA</p> <p>The role of International Education in BC is an important one, now contributing \$1.8 billion annually to BC's economy. With 94,000 international students enrolled in BC private and public institutions, International Education Services have a higher share of provincial GDP than animal and crop agriculture or coal mining. This workshop will focus on the value of the EQA certification, in addition to the role of BCCIE in supporting the international marketing efforts of schools in BC. One example in the past year was the rollout of the pilot Post Graduate Work Permit program for private education and training programs, which was open only to EQA-designated institutions. The workshop will be interactive and time will be allotted for questions at the end of the presentation.</p>	<p><b>Sheny Gregory, Independent Consultant</b></p> <p>There are many options for incorporating social media into the learning process. The first part of the challenge is to understand what tools are available and how they might be integrated into the physical or virtual classroom setting in a way that supports teaching and learning. This session will introduce some of the social media tools that teachers can use in the classroom and will provide examples of how to embed these tools into curriculum. Some of the more common tools will be discussed, including Facebook, Twitter, and RSS Feeds. The session will also provide an introduction to EPortfolios, and other less widely-known tools which can enhance the delivery of information to students.</p>	<p><b>Greg Ferrie and Tim Agnew</b> Agile Project Management Solutions</p> <p>This workshop is geared towards senior managers and owners of private Colleges in BC. The purpose of the workshop is to provide an overview of the educational technology which is now readily available and how this technology can completely change the educational environment. The session will look at four main areas: Open source, Thin Client, 21st Century Learning, and Applications. The goal of the session is to make participants be aware of the tools available and their potential benefits.</p>

FRIDAY, OCTOBER 28 | 3–4:30pm SESSIONS

<b>PCTIA Bylaw Review and Updates to Process Review</b>	<b>Selling Your School: It Takes a Team</b>	<b>Employment Standards and Human Rights Issues Facing Private Educators</b>
<p><b>Karin Kirkpatrick, CEO and Registrar</b> PCTIA</p> <p>In January of 2011, Karin Kirkpatrick became the new CEO and Registrar of PCTIA. Shortly after coming on board, Karin and the rest of the PCTIA staff launched two major review initiatives: a bylaw review that incorporated direct input from any of the member colleges who wanted to participate, and an internal review of all PCTIA administrative processes. This session will provide a status report on these initiatives and an update on the implementation of changes that came out of the review processes.</p>	<p><b>Steve Whiteside</b></p> <p>This workshop is geared both to school staff who are working directly with prospects in the marketing of your programs, and to other staff who interact with prospects, students and alumni in other roles. All members of your staff should understand how to position the value proposition of your programs to potential prospects, and how to reinforce that message at every point of contact. Tools and processes will be presented that move prospects towards your school as their first choice for their education. Once the value proposition is established with a prospect, it is important to "close the deal," so this workshop will also present appropriate closing techniques for the education environment.</p>	<p><b>Session presented by staff of Employment Standards Branch of Richmond</b></p> <p>All schools are faced with Employment Standards issues every day involving their staff and contractors. In order to be successful with staff and provide the best Human Resources environment it is critical that staff and management alike be acquainted and comfortable with the Employment Standards Act of BC. An examination of the provisions of the ESA most common to private education will be instituted with specific case studies inserted into the discussion. Bring your issues to this workshop ... Human Rights is such a broad area of discussion that it is inserted into employment, education, and selection on a daily basis. The Human Rights Code of BC is mandatory knowledge for successful and ethical educational organizations in BC. A brief presentation of pertinent sections of the Code followed by a question and answer session will comprise the balance of the workshop.</p>

SATURDAY, OCTOBER 29  
9–10:30am SESSIONS

**Microsoft Certification  
in a Private Education  
Setting**

**Microsoft**

**Sponsored by Wiley Canada**

In this session Microsoft will describe their various certification programs and how private educators can provide students with training programs and certification testing on Microsoft products. Microsoft has revised their requirements and processes with the aim of streamlining the certification process for students. Microsoft will provide information about the positive impact Microsoft certification has on job placement, and will outline the marketing support provided to Colleges who offer Microsoft training programs.

**Google Analytics  
for Improved  
Lead Generation**

**Phillipe Taza**

Higher Educational Marketing

Find out how analytics-driven marketing can help your school improve its ROI and increase the number of leads generated from your website. Higher Education Marketing founder Phillippe Taza will be discussing the importance of Google Analytics in lead generation, and how that relates to the use of Google products.

SATURDAY, OCTOBER 29  
9:00am–4:00pm SESSION

**Financial Aid Workshop  
– Level 1 (FAW1)**

**Judy Castle, Facilitator for session**

This 6 hour workshop was designed by Student Aid BC and BCCCA with the goal of familiarizing school staff with the procedures and requirements for working with students funded by Student Aid BC. There are many forms and timelines which are critical in the process that all Financial Aid workers must be familiar with in order to provide prospective students with correct information around BC and Canada Student Aid. Default management will also be covered, with best practices presented that help to minimize student default rates. There have been several procedural changes in 2011 as a result of the further integration of BC and Canada Student Aid. This workshop will present the latest procedures, taking into account all changes caused by this integration. The workshop is designed for those staff relatively new to SABC, or for those who have been working with SABC for awhile and need a refresher on systems and processes. Participants must attend for the full day, and will be tested at the end of the day to verify that they can be certified as having successfully completed this training.

SATURDAY, OCTOBER 29 | 11:00am–12:30pm SESSIONS

**Moodle –  
An Open Source Learning  
Management System**

**Lambda Solutions**

This session complements the earlier session on 'New Directions in Education Technology'. Moodle is an important technology that has seen widespread adoption in the recent past by thousands of private and public training institutions around the world. This session will cover the following topics:

- Definition of a learning management system
- Open source advantages and the adoption of Moodle
- Incorporating Moodle into traditional classroom based learning
- Using Moodle to support distance learning
- Moodle implementation – challenges and requirements

**Accommodation Issues  
for Private Colleges**

**Alan Wolfish QC and Harris Rosen**  
Trade School Experts

Tackling the difficult and challenging issues which all owners and managers face around accommodation, Alan and Harris are both lawyers in Ontario working in the legal arena of private Colleges. Alan and Harris will address accommodations, human rights and the various concerns that each area brings to school ownership. This session will be well attended, interactive and frank in its approach to dealing with these difficult legal issues for school owners and managers.





## **Orientation to Conflict Resolution (CCR113)**

Conflict is a prevalent, yet often stressful part of any workplace. Introduce yourself to the concepts and skills of collaborative conflict resolution to better manage conflict dynamics. Explore factors that lead to conflict escalation and those that can de-escalate conflict. You will have opportunities to identify and practice the attitudes and behaviours that lead to positive outcomes in conflict situations.

### **Learning Outcomes / Goals**

At the completion of this 1-day (7-hour course), you will be able to:

- Identify and practice attitudes and behaviours which de-escalate conflict and lead to positive outcomes.

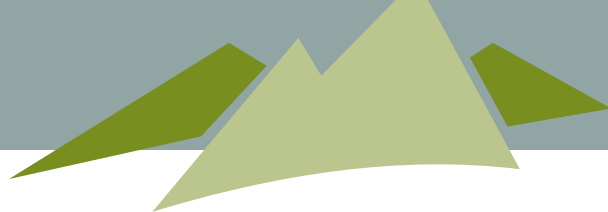
### **Learning Objectives:**

Upon successful completion of this course, you will be able to:

- Describe your own strengths and challenges in conflict situations.
- Identify factors that escalate conflict.
- Identify factors that defuse emotional situations and de-escalate conflict.
- Use the communication skills of open questioning and empathic response to shift defensiveness and blame to assertiveness, understanding and collaboration.

### **Course Topics/Content:**

- Personal awareness of “conflict styles”
- The roots of conflict: differing goals, misunderstandings and assumptions
- Shifting defensiveness and blame to assertiveness and understanding
- Managing emotion, balancing empathy with assertion
- Specific communication skills useful in conflict situations: open questions, paraphrasing, empathic response
- Setting the stage for future collaboration



# Registering for the Conference

**Online conference registration is expected to be available by August 1, 2011**  
[www.bccca.com/conference](http://www.bccca.com/conference)

We are expecting a sold out conference, so you may want to go ahead and register using the forms on the last two pages of this packet. Here is what you need to do to register for the conference using these forms.

## 1

Complete the REGISTRATION FORM, providing a primary contact for your organization, the names of all attendees, a detailed list of all the registration 'items' your organization is signing up for, and the cost of those items.

- The full conference is by far the best value, giving you access to all sessions, events and meals, except for the Thursday Conflict Resolution workshop which is an extra cost option.
- There are multiple registration discounts making it very attractive to sign up multiple people from your organization. Note, these discounts are ONLY available for employees of the SAME organization.
- If BCCCA receives your registration and FULL PAYMENT on or before Friday, August 19th, then you are eligible for a \$50 early bird discount for your first four registrations.
- You can choose to sign up a registrant for Friday only or Saturday only.

## 2

For each attendee from your organization, photocopy the necessary number of Conference Session Sign Up Forms, and complete ONE FORM FOR EACH ATTENDEE. Note that some sessions will have limited enrolment spaces. Priority will be given to Full Conference registrants who sign up and pay for the conference by August 19th. After that date, session enrolment will be on a first come first served basis.

- The Financial Aid Workshop on Saturday will only accommodate 30 attendees, so it will definitely fill up. Full conference attendees who sign up before August 19th will be given first priority for enrolment in this workshop.
- Some of the other sessions will be in smaller breakout rooms, so we may need to limit attendance although we can rearrange locations once the demand for each session becomes clearer.
- If space is not available for a session you have requested, you will be contacted as soon as we know of the problem, and you will have the option to enrol in another session, or receive a refund for your registration.

## 3

After completing these forms, scan them and email them to **execdirector@bccca.com**. You will be contacted within 2 business days to confirm that they have been received, and to take payment information from you if you are paying by Credit Card. If you are paying by cheque, please immediately send in the cheque with a copy of the Registration forms. Mail in registrations will be processed as of the day received, not as of the day mailed. If you have questions or concerns, contact the BCCCA Executive Director at the email above or by phone at 604.365.8443.

## 4

If you cancel a registration after paying, you will receive a full refund if that cancellation is received no later than September 15th, less a \$50 processing fee per organization. If you cancel from September 16th to October 20th, BCCCA will retain a \$100 processing fee per REGISTRANT. There is no refund available after October 20th.



## Accommodation / Travel Information

This year the BCCCA conference will be held at The River Rock Casino Resort. This is an outstanding location for a business conference.

The location of the River Rock is very convenient. It is a 5 minute SkyTrain ride from YVR and only 15 minutes from downtown Vancouver. For those who are driving, there is ample free parking.

The Resort itself features luxurious guest suites and friendly, experienced, professional staff who are always on hand to provide expert support and prompt, personalized service. The River Rock also offers many forms of entertainment including: Show theatre and lounge, casino, upscale restaurants and a full service spa.

The River Rock has limited accommodation available at a reduced rate for attendees at the BCCCA conference. **Contact the resort directly to book the BCCCA conference rate of \$149 (plus tax) per night. Please note that to receive the BCCCA conference rate at the River Rock Hotel, your hotel booking must be completed by September 27, 2011. There are limited rooms available, so book early to avoid disappointment.**



8811 River Road, Richmond BC V6X 3P8  
[www.riverrock.com](http://www.riverrock.com) | Tel. 604.247.8900

# BCCCA CONFERENCE 2011 REGISTRATION FORM



## Contact Information for First Registrant from your Organization:

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Organization Name: \_\_\_\_\_

BCCCA Member: YES \_\_\_\_\_ No \_\_\_\_\_ (Eligible for reduced conference rates and a special incentive if you join now)

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Names of Additional Registrants: \_\_\_\_\_

## In the table below, indicate how many of each item you are purchasing, and extend and total the cost:

DESCRIPTION	PRICE	NUMBER OF REGISTRANTS	COST (PRICE X NUMBER)
<b>FULL CONFERENCE – BCCCA MEMBER (includes reception, meals, breaks)</b>			
First registrant	\$ 475		
2nd, 3rd and 4th registrants	\$ 425		
5th plus registrants (no early bird discount)	\$ 375		
<b>FULL CONFERENCE – NON-MEMBER (includes reception, meals, breaks)</b>			
First registrant	\$ 575		
2nd, 3rd and 4th registrants	\$ 525		
5th plus registrants (no early bird discount)	\$ 475		
<b>EARLY BIRD REGISTRATION DISCOUNT – Payment received by Aug 19th</b>			
\$50 off per registrant ONLY for FIRST FOUR FULL CONFERENCE registrants	(\$ 50)		
<b>JIBC CONFLICT RESOLUTION WORKSHOP – Thursday Oct 27 (lunch not provided)</b>			
BCCCA Member	\$ 179		
Non-Member	\$ 229		
<b>FRIDAY OCTOBER 28TH ONLY (includes all meals and breaks on Friday)</b>			
BCCCA Member	\$ 300		
Non-Member	\$ 400		
<b>SATURDAY OCTOBER 29TH ONLY (includes breakfast, lunch &amp; break on Sat)</b>			
BCCCA Member (includes FAW workshop if room is available)	\$ 200		
Non-Member (includes FAW workshop if room is available)	\$ 300		
<b>FAW WORKSHOP – Additional fee for full conference attendees</b>			
BCCCA Member – included in full conference fee	\$ 0		
Non-Member – additional fee of \$50	\$ 50		
<b>FRIDAY DINNER ONLY (Partners and spouses) – on a space available basis</b>	\$ 75		
<b>TOTAL PAYMENT DUE TO BCCCA</b>			

**BCCCA NEW MEMBER INCENTIVE !!** New Members who join BCCCA and sign up for the conference will get \$150 off their first year membership, plus being eligible for the reduced conference member rates above. For membership information contact Julie Bradley at [execdirector@bccca.com](mailto:execdirector@bccca.com) or at 604.365.8443

## CONFERENCE SESSION SIGN UP FORM



Registrant Name \_\_\_\_\_

Registrant Organization \_\_\_\_\_

Type of Attendee: Full  Friday only  Saturday only  Friday Dinner only  JIBC Workshop only **EACH CONFERENCE REGISTRANT MUST COMPLETE A SEPARATE FORM.****Indicate those sessions which you plan to attend. Select only one session per time period:**

WILL ATTEND	TIME	SESSION / EVENT DESCRIPTION
<b>THURSDAY OCTOBER 27, 2011</b>		
<input type="radio"/>	9:30am-4:30pm	<b>JIBC Conflict Resolution Workshop</b> <i>(extra fee for this workshop)</i>
<input type="radio"/>	5-8:00pm	<b>Thursday Welcome Reception</b>
<b>FRIDAY OCTOBER 28, 2011</b>		
<input type="radio"/>	9-10:00am	<b>Plenary Speaker</b> — Dr. Roslyn Kunin: Economics of Education and Workforce Dev't
<input type="radio"/>	10:30am-12:00pm	<b>Industry Training Authority—The Path Ahead</b>
<input type="radio"/>		<b>Panel on Dealing with Diverse Student Groups</b>
<input type="radio"/>		<b>Student Aid BC – Student Outcomes Survey and other Initiatives</b>
<input type="radio"/>	1-2:30pm	<b>The role of BCCIE and EQA in International Marketing for Your School</b>
<input type="radio"/>		<b>Social Media Tools for the Classroom</b>
<input type="radio"/>		<b>New Directions in Educational Technology</b>
<input type="radio"/>	3-4:30pm	<b>PCTIA By Law Review and Updates to Process Review</b>
<input type="radio"/>		<b>Selling Your School: It Takes a Team</b>
<input type="radio"/>		<b>Employment Standards and Human Rights Issues Facing Private Educators</b>
<input type="radio"/>	5-6:00pm	<b>BCCCA AGM</b> <i>(Members only)</i>
<input type="radio"/>	6-8:00pm	<b>Friday Dinner</b> — <i>Limited to 250 attendees</i>
<b>SATURDAY OCTOBER 29, 2011</b>		
<input type="radio"/>	9-10:30am	<b>Microsoft Certification in a Private Education Setting</b>
<input type="radio"/>		<b>Google Analytics for Improved Lead Generation</b>
<input type="radio"/>	11:00am-12:30pm	<b>Accommodation Issues for Private Colleges</b>
<input type="radio"/>		<b>Moodle — An Open Source Learning Management System</b>
<input type="radio"/>	9:00am-4:00pm	<b>Financial Aid Worker Workshop (FAW) Level 1</b> — <i>Limited to 30 attendees</i>