



PEOPLE TECHNOLOGY INNOVATION

V4.2 2011

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YOUR **BEST**
GARDEN EVER

SUSUR LEE'S
LOBSTER SALAD

NAIT'S ROLE IN
CUBA'S
EDUCATION
REVOLUTION

WHAT
TO WEAR
TO YOUR NEXT
JOB INTERVIEW

OUR NEW PRESIDENT

MEET GLENN FELTHAM

THE WAY
WE WERE
\$6 PERMS AND
DITTO MACHINES
P. 66



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Scan this QR code to connect to techlifemag.ca.

QR codes, a primer

In this issue, you'll notice bar codes, known as Quick Response or QR codes, accompanying our web extras, making it easier to connect with online videos, photos and stories related to the articles in the magazine.

All you need is a QR code reader, which you can download for free from your smartphone's app store. Then, using the reader, scan the codes found throughout the magazine.



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Eliza Barlow spent a decade working as a daily newspaper journalist before becoming a freelance writer after the birth of her son last year. She has written for *Avenue* magazine, the *Edmonton Sun*, *24 hours*, the *Brandon Sun* and the *Newport Daily Express*. Barlow is grateful to NAIT grads Keith Chizen and Lane Sieben for the crash course in weld inspection techniques, but still isn't sure she'd pass a pop quiz.



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Jennifer Cockrall-King reported on NAIT's first Hokanson Chef in Residence, Rob Feenie, for *techlife* in 2009, and jumped at the chance to observe and interview master chef Susur Lee. When she is not lurking in kitchens observing Canada's most talented chefs, she writes for magazines including *Maclean's*, *NUVO*, *Western Living* and *Alberta Views*. Her upcoming book, *Food and the City: Urban Agriculture and the New Food Revolution*, will be published by Prometheus Books in 2012. "I can't wait to crack a lobster tail open with my bare hands and casually mention that I learned that little trick from Susur Lee," Cockrall-King reports from "yet another tough assignment."



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Graphic designer **Jennifer Lubrin** has worked on advertising campaigns, marketing materials and branding projects for clients including Edmonton International Airport, University of Alberta Augustana Campus and Alberta's YouthVOLUNTEER! Society. Her first opportunity to work on a magazine came when she designed the field journal for the Yard Work feature. "I haven't always had a great relationship with the great outdoors, but I have fond memories of helping my grandfather in his garden when I was younger. My goal one day is to have a backyard large enough for my own vegetable garden. A field journal is the perfect way to collect the inspiration, information and tips I'll need to get started."



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Working in the busy newsroom at the *Edmonton Journal* made **Lindsey Norris** envy the apparent calm and composure of TV reporters. But after interviewing meteorologist Stephanie Barsby, she now knows it's all an act: Barsby lives her life by the clock, juggling multiple TV and radio spots each day, and goes home to juggle two children. Norris is now happy to work in print. Her writing has appeared in *Alberta Venture*, *BC Home* and *2: The Source for Couples*, and, with alarming frequency, on Twitter.



V4.2 2011

techlife

PEOPLE TECHNOLOGY INNOVATION

techlifemag.ca

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Techlife magazine is published twice a year by NAIT Corporate Communications. Online features are published regularly at techlifemag.ca. Opinions expressed are not necessarily those of NAIT or the editorial team.

Techlife is a proud member of the Alberta Magazine Publishers Association, abiding by the national magazine advertising/editorial guidelines (albertamagazines.com).

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"NOTHING IS WORK UNLESS YOU'D RATHER BE DOING SOMETHING ELSE."

- CHICAGO BEARS FOUNDER AND COACH GEORGE HALAS



Stephanie Barsby, it's all in a day's work – literally (p. 61).

By far, NAT's biggest job news is the announcement of our new president, Dr. Glenn Feltham (p. 40). Feltham has been on the job for almost three months at press time, and is both passionate and clear about his job as the institute's chief cheerleader and NAIT's role of meeting the current and

emerging needs of the province.

At *techlife*, we're working to make our content more relevant and approachable. We've streamlined our departments and – to make sure we're doing our job to bring you more technology for your life – introduced QR codes (see p. 5) to make it easier to access our online content.

Finally, if you're in the market for a new job, Suit Yourself founder Karmen Masson offers tips for making a great first impression (p. 46).

Let us know what you're working on, we'd love to hear from you.

Sherri Krastel
Editor
editor@techlifemag.ca

WHETHER WE CONSIDER it a job, a career or our passion, work is a large part of our lives. This issue of *techlife* looks at the business of earning a living, through the eyes of several people with interesting jobs.

Susur Lee began his career washing dishes in Hong Kong. Today, the acclaimed Canadian chef says his work is about acquiring knowledge and passing it on. While serving as the Hokanson Chef in Residence in March, Lee's patient yet focused leadership inspired almost 250 culinary arts students to never stop learning (p. 50).

Getting called to help in a life-and-death situation is not an everyday job request for Lane Sieben and Keith Chizen. But the Materials Engineering Technology grads didn't hesitate to help with the rescue of the trapped Chilean miners (p. 15). The pair demonstrated the unlimited potential of working remotely – they supervised the inspection of critical welds on the rescue sleeve from their office in Edmonton.

For most of us, work involves planning, but few of us get paid to predict the future. For meteorologist

FEEDBACK

THANK YOU for a great article on Sally Vaughan-Johnston (The Right Ingredients, p. 52, V4.1, fall 2010); it had me laughing and thinking even harder about my next career. Currently, I am a stay-at-home mom to three children and before that I was working as a journeyman in my trade. As my youngest goes to school in September, I have the demands of my trade and the demands of family life to juggle – it ought to be interesting! I look forward to the challenge . . . and to making more of Sally's amazing muffins! (I must have made this recipe a dozen times already!)

Connie Wiwchar
Parts Technician '93

IN ITS ORIGINAL form as a speech, Leadership Lessons: Five Films Show Follies You Should Avoid (from *techlifemag.ca*) had the most positive response at our first-ever Student Association Leadership Summit. Dr. Klay Dyer challenges what you think you know and invites you to challenge him. Superb!

Tyler Bernard
Vice President Campus Life
NAIT Students' Association
Petroleum Engineering
Technology '10



WEB EXTRA

Scan this QR code to read Leadership Lessons or visit techlifemag.ca/dyer-leadership.htm. Need a QR code reader? See p. 5.

For sharing their feedback, Wiwchar and Bernard, along with Mike Babichuk (Industrial Heavy Equipment '76, Business Administration – Management '93 and Marketing '95), Karyn Hall and Marilyn Oginski won the books featured in Bedtime Stories (p. 17, V4.1, fall 2010). Thank you to everyone who shared their thoughts about techlife and the stories we tell.

win!

SEEKING NOMINATIONS FOR NAIT'S TOP 50 ALUMNI – WIN AN IPAD 2!

In honour of NAIT's 50th anniversary next year, we are seeking nominations for the top 50 alumni since the first students enrolled in 1962. Go to www.nait.ca/top50 and tell us who you think belongs on that list and you will be entered in a draw to win an iPad 2.

Techlife awarded

Council for the Support and Advancement of Education District VIII Communication Awards – Silver, Writing (Declaration of Independence, p. 40, V4.1, fall 2010); Silver, Photo Illustration (3 Questions, p. 19, V4.1, fall 2010)

Alberta Magazine Publishers Association Annual Showcase Awards – Best Alberta Story (Declaration of Independence, p. 40, V4.1, fall 2010)

HAVE YOU READ a story in the magazine or at *techlifemag.ca* that inspired or challenged you? We want to hear from you. Here's how you can reach us:

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- techlifemag.ca (comment online by logging in through Facebook)
- Twitter: @NAIT
- www.nait.ca/facebook
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Published comments may be edited for length, grammar and clarity.

Take our readership survey at techlifemag.ca/survey.htm.



DR. GLENN FELTHAM

HELLO ALUMNI AND FRIENDS

ALLOW ME TO INTRODUCE MYSELF. My name is Glenn Feltham, NAIT's sixth president and CEO. For the seven years before taking this job in March, I was dean of the Asper School of Business at the University of Manitoba. When the opportunity arose to take on such a fantastic role in my home province of Alberta (I was born and raised just outside of Calgary), I didn't want to miss out.

So far, I've had an amazing time getting acquainted with NAIT. Given the variety of our programming, you can imagine the challenge that has presented. That's where what we call Project President comes in. Over the last few months, I've taken a hands-on approach to getting to truly know NAIT. Instructors, department heads, staff and students have graciously welcomed me into their environments and, well, put me to work.

With the Emergency Medical Technology program, for example, I assisted paramedic students in a life-saving simulation. With our Forest Technology program, I spent a day at the winter survival lab, where students learn to build lean-tos and signal fires and participate in wilderness first aid scenarios. Digital Media and IT invited me to help make a music video, Radio and Television had me gathering and reporting the news, and the list goes on. In fact, you can see it all at www.nait.ca/project-president.

These experiences have made a lasting impression. They've not only shown me – and staff across the institute – the depth and breadth of NAIT programming, but the talent of all of our instructors and staff, and the potential of our students. All of it has affirmed the reasons I applied for and accepted this position.

Project President has also clearly illustrated NAIT's competitive advantage. As a polytechnic, we're different from a university. Our strength lies in our relevance. We are guided by the needs of Alberta, and we are defined by our ability to respond to those and evolve accordingly. Our capacity for change is as important to us as the richness of our current programming. And our grads are better off because of that.

And though I still look forward to learning much more about NAIT, one thing I know already is that we can – and will – be even more responsive to the future needs of this province. The foundation for that is in place. I know. I've seen it for myself.

Glenn Feltham, PhD
President and CEO
glennf@nait.ca

**WEB EXTRA**

Scan this QR code for an extended interview with Cumming or visit techlifemag.ca/james-cumming.htm.
Need a QR code reader? See p. 5.



ALUMNUS CHAIRS BOARD OF GOVERNORS

WHEN JAMES CUMMING BECAME CHAIR of the NAIT Board of Governors in October 2010, his first priority was to recruit a new president and CEO. With Dr. Glenn Feltham now in that role, Cumming (Construction Engineering Technology '81) and the board are working closely with NAIT's Executive to execute the four-year business plan and to move ahead expansion plans for the Centre for Applied Technologies. The CEO of Creative Door Services Ltd. and 2003 Alumni Award of Distinction recipient already has a history of involvement with his alma mater. Previous to his role as chair, Cumming served as a NAIT board member for six years. "I wanted to get involved with NAIT," he says, "because my NAIT education helped train me to do what I do."

— Fiona Bensler

NAIT SUSPENDS SEVEN PROGRAMS

NAIT ANNOUNCED IN APRIL the suspension of seven programs as part of its annual program review process and commitment to meet changing educational needs.

The Minister of Advanced Education and Technology approved the Board of Governors' recommendation to suspend Aircraft Skin and Structure Repair, Avionics Engineering Technology, Graphic Sign Arts, Marine Service Technician, Power Engineering – 3rd Class (full-time day program), Records Management and Business Operations and Telecommunications Engineering Technology, and to offer Cytotechnology in alternating years.

There will be no fall intake for the suspended programs. Cytotechnology will accept students for the fall of 2012. All current students will be able to complete their programs.

NAIT evaluates its programs annually, looking at quantitative and qualitative data including application and graduation rates, employment opportunities and fit within the institute's existing program mix. The institute also considers alignment with the Campus Alberta vision to foster collaboration and coordination where possible.

"The decision to suspend these programs is not about the quality of instructors, who always go above and beyond in their dedication to their students and their programs," says Dr. Paula Burns, provost and vice president academic. "They should be proud of the work they've done – and know that their contributions are appreciated."

HR is working with staff who are interested in remaining at NAIT to find positions in other programs where possible.

— Kristen Vernon

WIRELESS PROGRAM LAUNCHES THIS FALL

A NEW DIPLOMA LAUNCHING in September will focus on the complex and rapidly evolving field of wireless communications. Students in **Wireless Systems Engineering Technology**, which is now accepting applications, will study the infrastructure of satellite, microwave, cellular, GPS, two-way radio and other systems that – simply put – move signals through air. A specialized niche in the broad field of telecommunications, this area is expanding rapidly worldwide. In the industrialized world, industry and consumers eagerly adopt new innovations while in developing nations, where wired telecommunications infrastructure is lacking, wireless technology holds significant promise.

— Kathy Frazer

LARGEST GRANT IN HISTORY BOOSTS BOREAL FOREST RESEARCH

THE NOVANAIT BOREAL RESEARCH INSTITUTE in Peace River, Alta. will receive \$2.3 million over five years to research the restoration of abandoned conventional oil and gas wells in the boreal forest. The Natural Sciences and Engineering Research Council of Canada grant is the largest research grant in NAIT's history. It extends the Boreal Reclamation Program, which was established in 2008 with the School of Sustainable Building and Environmental Management and brings together faculty, government, industry, First Nations and Métis communities. "It provides funding to 2015, which enables us to carry out field research and really puts us at the centre of reclamation best practices in the boreal landscape," says Hugh Seaton, manager of the Boreal Research Institute.

Shell Canada, a partner in the project, has committed \$520,000 toward the program.

— K.V.



80,000 people
80 countries
160 nationalities
0 boundaries



“Every day in the field is a new set of elements to battle and a new set of problems to solve...”

Stacey
Field Specialist
Canada

After completing my diploma in Engineering Technology, I came to work at Schlumberger as a Field Specialist. I chose Schlumberger because I knew I could work with the best people and technology in the industry as well as advance my career as far as I wanted to take it. With this company you're always part of a great team that is always willing to teach you something new and help you reach the next step in your career.

Working in the field is a very demanding job, both mentally and physically, but I know that my hard work is paying off. At Schlumberger promotions are based on performance and ambition, not just your seniority in the company. If you take the initiative you're on your way to a great career.

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YARD WORK

We posed these questions to NAIT landscape experts

1. Most versatile and hardy tree, shrub and perennial for Edmonton?
2. Favourite garden tool?
3. Go-to source for garden info?

JENNIFER BURNS-ROBINSON

Landscape Designer, Aztek Homes
Instructor, Landscape Architectural Technology
Landscape Architectural Technology '07

TREE The chokecherry family, including Mayday and Schubert (sun, flowers and fruit; Mayday: 8m high, 9-15m spread, green leaves; Schubert: 8m high, 6m spread, purple leaves)

SHRUB Mockorange (sun to partial shade, 3-4m high, 1.2-3m spread, fragrant white flowers)

PERENNIAL Daylily (popular Stella de Oro: sun to partial shade, 45cm high, 45cm spread, yellow flowers)

SOURCE Heritage Perennials' website, perennials.com. Since a lot of local nurseries use this supplier, I will likely find whatever I fall in love with.

JENNIFER'S TOOL

Loop hoe - perfect for weeding around perennials and vegetables, it can be sharpened and slices easily through roots

DONNA BROWN

Instructor, Landscape Architectural Technology

SHRUB Goldflame or Goldmound Spirea (sun, 1.8m high, 1.2m spread, pink flowers, yellow foliage)

PERENNIAL Daylily

TOOL Adirondack chair. Seriously, if you start your garden properly, maintenance is minimal.

SOURCE Local nurseries. It is always interesting to see what's new - and to touch it and smell it.

DONNA'S TREE Scots pine (sun, 25m high, 6m spread, bluish-green needles)

LEONIE'S PERENNIAL

Canada Violet
(partial shade or filtered sun, 10-40cm high, white flowers)



LEONIE NADEAU

Instructor, Biological Sciences Technology & Senior Faculty Researcher, supported by novaNAIT

TREE Evans Cherry (sun, 4.5m high, 3m spread, white flowers, large red cherries)

SHRUB Variegated dogwood (sun to partial shade, 2.5m high, 2m spread, white-edged green leaves)

TOOL A trowel and a watering can

SOURCE Gardeners nearby



KERRI'S TOOL Hori Hori knife - a handy cross between a knife and a trowel

KERRI BUKSA

Owner, Buksa Designs
Landscape Architectural Technology '10

TREE Pagoda Dogwood (sun to partial shade, 2m high, 3m spread, white flowers, blue berries, burgundy fall foliage)

SHRUB Goldilocks Elder (sun to partial shade, 90cm high, 90cm spread, white spring flowers, fall berries)

PERENNIAL Karl Foerster (sun to partial shade, 1.5-2m high, 90-100cm spread, feathery plumes become stiff wheat-coloured spikes)

SOURCE Magazines (*Garden Design*, *Canadian Gardener*, *House and Home*), Internet and colleagues



WEB EXTRA

Scan this QR code for proper planting techniques with Kerri Buksa or visit techlifemag.ca/garden-tips.htm. Need a QR code reader? See p. 5.



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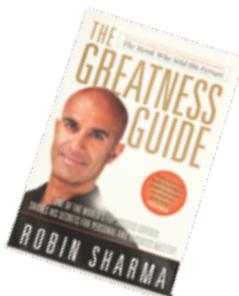
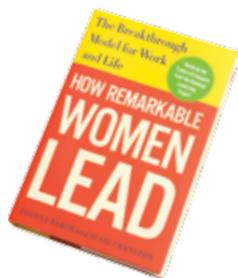
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WORKBOOKS

NAIT leaders offer guides on success and survival in the workplace.

win!

WIN THESE BOOKS!
See p. 57 for details.



Dr. Glenn Feltham
President & CEO
recommends...

**THE TIPPING POINT:
HOW LITTLE THINGS
CAN MAKE A BIG
DIFFERENCE**

by Malcolm Gladwell

NOW A CLASSIC, *The Tipping Point* has affected the way I view the world, and how I lead. It looks at how organizations and society evolve – specifically, at how change happens. Gladwell illustrates very effectively that fundamental change occurs when an idea, trend or social behaviour crosses a threshold, or tips. I took away two main lessons: First, while practically every model used to predict organizational change is linear, the world isn't. Leaders must do everything they can to ensure their organizations embrace and move towards positive tipping points. Second, a relatively small number of people can have a huge impact.

Dr. Paula Burns
Provost & Vice
President Academic
recommends...

**HOW REMARKABLE
WOMEN LEAD: THE
BREAKTHROUGH
MODEL FOR WORK
AND LIFE**

by Joanna Barsh and
Susie Cranston

DR. ROBERTA BONDAR recommended this book to me during her visit to NAIT last year as part of the Women in Technology initiative to encourage female enrolment in technical fields. This book is for those who love their family and love their work! It offers real stories of real women with tremendous personal journeys in life and leadership. Out of its stories emerge what the authors call the five elements of centred leadership: meaning, framing, connecting, engaging and energizing. Each element is one I relate to and believe in. And, in case you are wondering if this book is for women only – absolutely not.

Mave Dhariwal
Operations Manager
NAIT Shell
Manufacturing Centre
recommends...

THE GREATNESS GUIDE

by Robin Sharma

SURVIVAL IN TODAY'S competitive marketplace demands that organizations use lean principles to improve their productivity. The NAIT Shell Manufacturing Centre has been designed to help organizations do just that. I'm always looking for resources to include in our training programs and *The Greatness Guide* provides many nuggets of wisdom. It includes a lot of common-sense ideas we often take for granted. It's also an easy read and the lessons learned can be applied immediately to improve ourselves and our organizations.

Dr. Klay Dyer
Associate Chair
Bachelor of Technology in
Technology Management
recommends...

**THE SMARTEST
GUYS IN THE ROOM:
THE AMAZING RISE
AND SCANDALOUS
FALL OF ENRON**

by Bethany McLean
and Peter Elkind

ALTHOUGH ALREADY EIGHT years old, McLean and Elkind's *The Smartest Guys in the Room* still remains an intensely relevant read. A definitive study of (the absence of) corporate and workplace ethics, it is also a compelling reminder of the dangers of unchecked ambition and human weakness, as we watch core values such as respect and integrity quickly give way to hubris, rampant self-delusion and greed.

Jodi Howick
Chair
Occupational Health
and Safety
recommends...

**10-10-10: A FAST AND
POWERFUL WAY TO GET
UNSTUCK IN LOVE, AT
WORK AND AT HOME**

by Suzy Welch

THIS BOOK IS MORE THAN another approach to time management. The process that Welch puts forth is ultimately mindful decision making: evaluating short-, mid- and long-term impacts of your options while considering your personal purpose and values. She calls it "an approach to dilemmas that empowers people to create more deliberate, centered and authentic lives." I would sum it up by saying it's a way to find balance without guilt.



WEB EXTRA

Scan this QR code for leadership tips with NAIT president Dr. Glenn Feltham or visit techlifemag.ca/leadership-101.htm.
Need a QR code reader? See p. 5.

*Natural gas can help manufacture
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Lane Sieben (left) and Keith Chizen supervised the effort to inspect the welds on the steel sleeve (below, being inserted into the rescue tunnel) by using ultrasonic inspection technology (shown here on a steel pipe).



ALUMNI HELP RESCUE CHILEAN MINERS



IT MIGHT HAVE SEEMED like a logistical nightmare - if they'd had time to think about it.

Six weeks after a mine collapse in Chile on Aug. 5, 2010 trapped 33 miners 700 metres underground, Lane Sieben of Edmonton's Metalogic Inspection Services Inc. received an email seeking assistance in the rescue attempt.

"It was definitely urgent," says Sieben (Materials Engineering Technology '04) of the email sent by Techint, the global engineering firm building a steel sleeve to line the shaft through which the miners would be freed. The company needed the welds between the sections of the sleeve inspected for flaws. After using Metalogic's ultrasonic inspection technology on a previous job, Techint handpicked the firm for the rescue contract.

For Sieben and his partner on the job, Keith Chizen (Materials Engineering Technology '01), the rescue proved they could successfully apply their skills to assist people in a life-and-death situation.

Without time for the usual planning and protocol, they mobilized resources from Canada, Brazil and Thailand. "From the moment we had our first contact, we had people on-site and ready to go three days later," says Chizen. "It was . . . don't ask questions, just make it happen."

That was no small feat. And from a technical standpoint, there were no real guidelines to follow. "Generally, we work towards a code or a specification," says Sieben.

The partners worked from Edmonton to supervise Metalogic workers on-site as they inspected welds, detecting flaws that, had they been missed, could have caused the sleeve to fail.

Sieben and Chizen watched on TV as the first miner surfaced on Oct. 13, after 69 days underground.

"As far as the feeling goes it was just, 'A job well done for everybody,'" says Sieben. "[Our role] was just a small piece to a large puzzle and a huge effort."

— Eliza Barlow

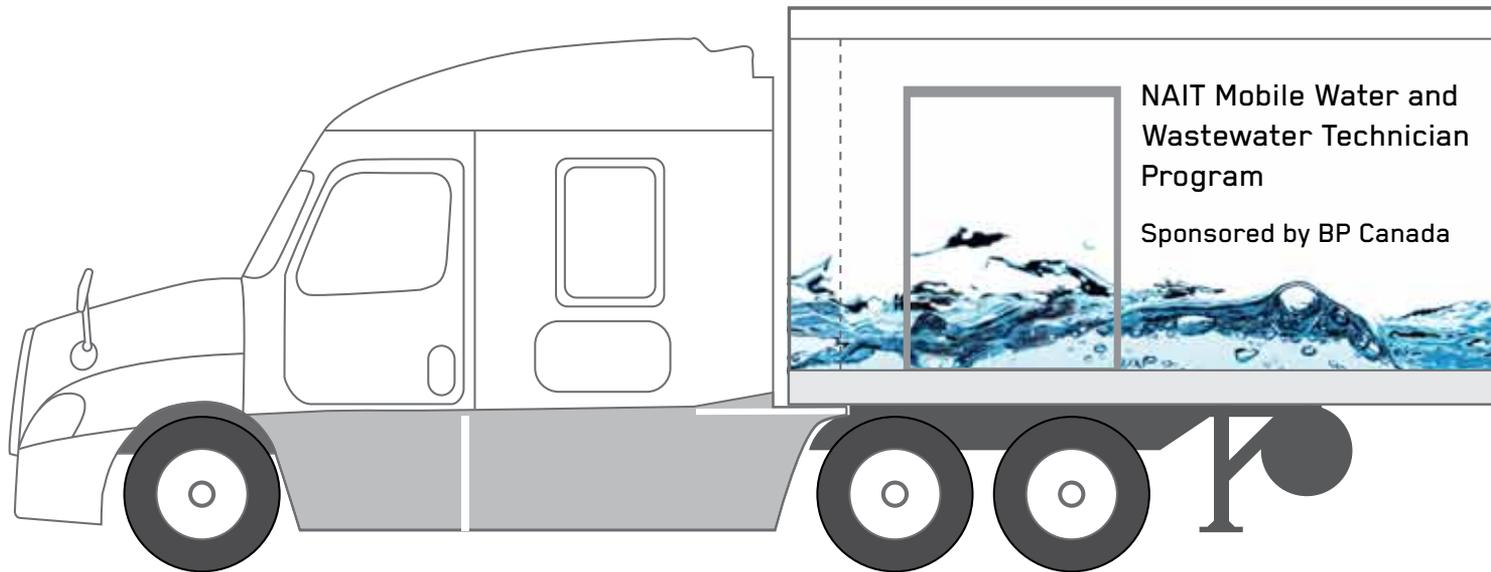
Water covers about 70 per cent of the earth; about 2.5 per cent of the world's water supply is freshwater.

In Alberta, there are about 2,300 certified water and wastewater operators, who run more than 1,200 approved facilities.

Each year, NAIT accepts 30 students into the Water and Wastewater Technician full-time program in Edmonton and 12 in Calgary.

In Canada, health problems related to water pollution cost an estimated \$300 million annually.

A TRUCKLOAD OF



NAIT can now teach more technicians who safeguard our water – and can do that in the communities where they live and work, thanks to a \$1.5-million investment from BP Canada.



WEB EXTRA

Scan this QR code to learn how water and wastewater technicians make a difference in their communities or visit

www.nait.ca/water-lab.

Need a QR code reader? See p. 5.

WATER. It's something most of us take for granted every time we turn on the tap. Yet, if it suddenly were to stop flowing, or worse yet, be unsafe, we would quickly be reminded of how crucial this resource is to our well-being.

For decades, NAIT's Water and Wastewater Technician program, the only one of its kind in Alberta, provided hands-on training in Edmonton for those seeking work, or working, in the fields of water distribution, water treatment, wastewater collection and wastewater treatment. Access to this technical training was often out of reach for those living in southern Alberta and in remote locations – many of whom are responsible for the water in their communities.

Now, thanks to a \$1.5-million investment by BP Canada, NAIT has created a mobile unit to bring both the full-time program and continuing education courses

to rural, remote and First Nations communities in Alberta – and potentially across Western Canada.

The NAIT Mobile Water and Wastewater Technician Program Sponsored by BP Canada is an innovative solution that brings training where it is needed. The investment also allowed NAIT to offer the full-time program and continuing education courses in Calgary, greatly improving access for students in southern Alberta. The inaugural Calgary class will graduate this summer.

Anne Drinkwater, president and CEO of BP Canada, says the company is committed to promoting healthy communities. "Water is an integral part of oil and gas operations," says Drinkwater. "We strive to be a leader in responsible water management."

— Ruth Juliebo

Per capita, Canadians are among the heaviest water users in the world.

Moderate, severe or record droughts affected 65 per cent of Canadian Prairie farmland from 2001-02.

One billion people worldwide lack access to safe drinking water, while 2.4 billion lack access to adequate sanitation.

Sources: Environment Canada, Alberta Environment, NAIT

TRAINING

This mobile unit brings water and wastewater technician training to rural, remote and First Nations communities.



THE OIL SANDS' NEW PARTNER



Dr. Haneef Mian
Ledcor Group Applied
Research Chair in Oil Sands
Environmental Sustainability

DR. HANEEF MIAN wants to create a more environmentally sustainable oil sands industry. In the past, he's pursued that goal as part of the environmental consulting industry and as a member of the Energy Resources Conservation Board, where he helped review a major mining project proposal and contributed to vital tailings management regulation. Now, thanks to a \$1.5-million contribution from the Ledcor Group (matched by NAIT), he'll take an even stronger hands-on approach to providing solutions as NAIT's Ledcor Group Applied Research Chair in Oil Sands Environmental Sustainability. In collaboration with industry, regulators, government and other stakeholders, Mian and faculty from the School of Sustainable Building and Environmental Management will rely on science and engineering to address specific water use, tailings management and land reclamation issues currently affecting Alberta's oil sands operations. Improved efficiency through innovation will be but one outcome. "We are going to help show the world that Alberta is an energy technology champion," says Mian, "and a responsible global environmental citizen."

— Scott Messenger



WEB EXTRA

Scan this QR code for more from Dr. Haneef Mian on the possibilities for the Alberta oil sands or visit techlifemag.ca/ledcor-chair.htm.
Need a QR code reader? See p. 5.



Michelle Wiese, award-winning
Architectural Technology student

Hers did. In February, the second-year student took first place and \$2,000 of \$8,500 in prize money from CWB in a competition to redesign and expand the bank's main Edmonton branch. Approximately 90 students competed; 10 were finalists.

But a pretty design has to work, too. "There's a happy medium you can reach and that was my goal," says Wiese. Besides developing a practical floor plan that won over the judges, Wiese satisfied sustainability requirements with durable materials and low-flow taps and toilets.

The design impressed Jack Wright, judge and CWB senior vice president and regional general manager, but he recalls a close competition. "That's a credit to the talents of these people and their

BANKING ON GOOD DESIGN

WHEN CANADIAN WESTERN BANK (CWB) asked NAIT Architectural Technology students last fall for building design proposals, Michelle Wiese submitted a curved glass façade reminiscent of the North Saskatchewan River. It's an eye-catching tribute that symbolizes a sense of pride in Edmonton. "I think all design is supposed to evoke some emotion," she says.

instructors," he says. And it's a boon to the bank. Scheduled to be complete by 2013, the branch will incorporate the best elements of Wiese's design and those of the other nine finalists, including first runner-up Cam Bush and, tied for third, Megan Major and Randy Goth.

— Scott Messenger

PHOTO BY JOHN BOOK



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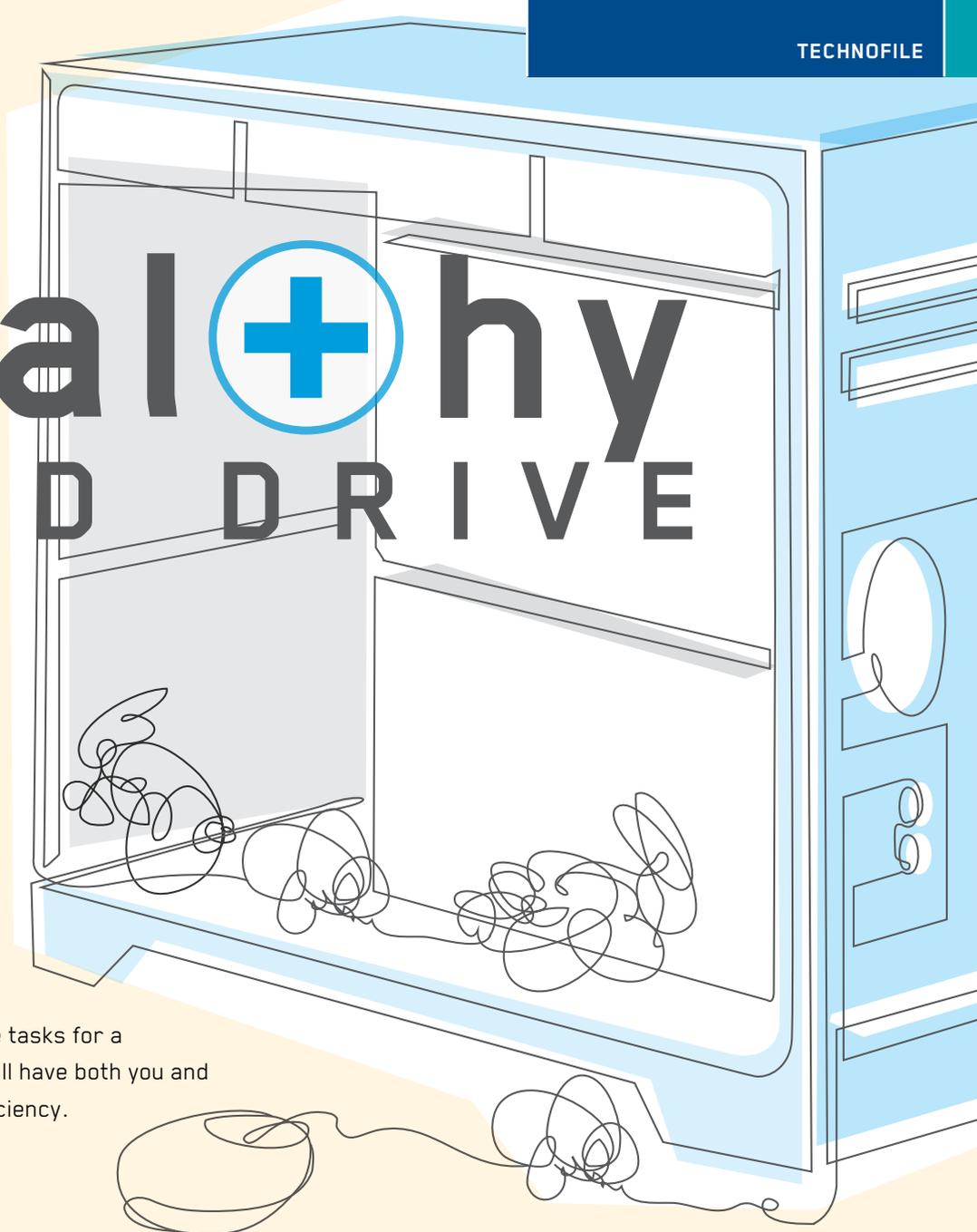
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[HOW TO]

THE Healthy HARD DRIVE

If it's true you're only as good as your tools, your productivity is likely linked to the performance of your computer. When it's slow and temperamental, probably you are, too. To keep your machine running like it's just out of the box - laptop or desktop - Reg Westly, chair of NAIT's computer and network engineering technology programs and network administrator program, offers a plan. Follow this schedule of simple maintenance tasks for a healthier, happier hard drive that will have both you and your machine operating at peak efficiency.

— Scott Messenger



DAILY

BACK UP FILES.

Westly ranks this task high on the to-do list: "If you don't have the files, it doesn't matter if your computer is performing well or not." Preferably, use an external hard drive over DVDs (which spoil over time), and one with twice the hard drive space of your computer.

WEEKLY

DOWNLOAD UPDATES.

Windows and antivirus programs are works in progress, constantly in need of improvements, security patches and defence against new threats. Set your computer to automatically download these updates at least once a week, Westly advises.

MONTHLY

DISK CHECK.

"Hard drives tend to fail in a logarithmic crash," says Westly. One week there's a single error, the next, seven, the next, 40 - each corresponding to a section of hard drive flagged by your computer as unusable, thus limiting space. Monitor system health via the Control Panel. "As soon as you start getting more and more errors, it's time to buy a hard drive - before a catastrophic failure."

DISK CLEANUP.

Temporary Internet and download program files are among the old, unneeded files this Windows tool will suggest for removal. Delete what it recommends. "That usually frees up a lot of hard drive space all of a sudden."

DEFRAGMENT.

To efficiently use hard drive space, computers fragment files to fill storage gaps. Ironically, this slows retrieval as it forces the system to pull the file together from multiple locations. Speed things up by defragmenting over a lunch hour, letting Windows reassemble files for quicker access.

BIANNUALLY

DETAILING.

Twice a year, chase out the dust bunnies. Open your desktop case and apply a can of compressed air to fans and the motherboard. Unplug and re-plug cables for fresh connections. You should not open your laptop, but can put a shine on the monitor with flat-screen TV cleaner sprayed on a microfibre cloth. As for any keyboard crumbs, you're on your own, says Westly with a laugh. "If you're getting grime in there, that means you shouldn't be eating at the computer."

DR. HANEEF MIAN
Ledcor Group
Applied Research
Chair in Oil Sands
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Sustainability

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[GADGETS]

PLUG YOUR EARS

You're mowing the lawn when your neighbour pops his head over the fence to say hi. He's an arm's length away, but you can barely hear him because of the motor. Sound familiar? Chances are, you haven't thought about what that noise means for your hearing. "Most people don't give hearing protection at home much consideration," says Jodi Howick, chair of NAIT's Occupational Health and Safety program. "But the impacts of noise are the same, no matter where the exposure is experienced." Here, Howick gives a primer on protecting your hearing.

— Kristen Vernon

WHEN TO WEAR HEARING PROTECTION "From an occupational perspective, Alberta legislation requires hearing protection if noise levels are above 85 dBA over an eight-hour time period," says Howick. "But a good general test is if you have to raise your voice to speak to someone an arm's length away." If your ears ring or sounds seem muffled after exposure - even temporarily - you needed protection.

EARPLUGS OR EARMUFFS? "This is really a matter of choice as long as the protection fits and is worn properly," Howick says. "We want to reduce the noise level to between 70 and 85 dBA when we have hearing protection on." Less than 70 is considered overprotection, which may prevent you from hearing safety alerts.

To know you're reducing to an acceptable level, use what's called the Noise Reduction Rating (NRR), which is clearly indicated on earplugs and earmuffs available at the local hardware store.

Because the NRR is based on ideal lab conditions, follow these steps to determine the true dBA level with hearing protection for your situation.

1. Use these formulas to revise the NRR number
 - Earmuffs: reduce the manufacturer's NRR by 25 per cent and then subtract seven.
 - Formable earplugs: reduce the manufacturer's NRR by 50 per cent and then subtract seven.
 - All other earplugs: reduce the manufacturer's NRR by 70 per cent and then subtract seven.
2. Determine the true dBA level with hearing protection by subtracting the revised NRR from the known dBA level for the activity.

HIGH def
d•B•A

Sound intensity is measured in decibels (dB). The A-scale accounts for how the ear perceives loudness. It is expressed as dBA.

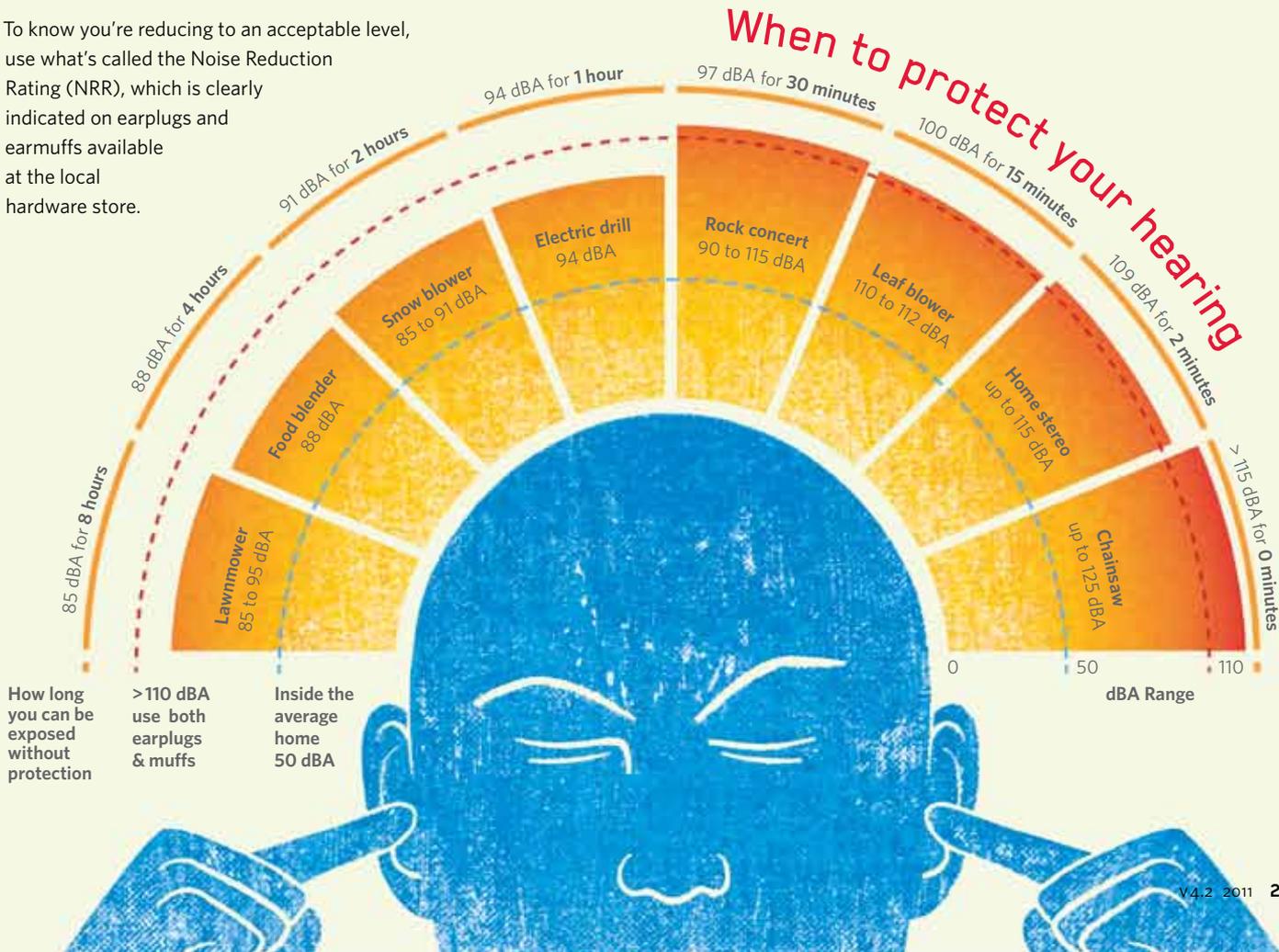


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LA ESCUELA

STORY BY
SCOTT MESSENGER

PHOTOS BY
JASON NESS

Known by locals simply by the Spanish word for *school*, a Cuban trade institute, developed in partnership with NAIT, is quietly staging a revolution in education – and pointing the nation toward a new era of productivity and prosperity.



From left, Leonis Pérez González, a fourth-period Electricity student at CNCI, in his dorm room after classes; the students and staff of CNCI make their home here, in nearby Nuclear City. Opposite, a church in the central square of Cienfuegos, the largest urban centre in the area.

AS SOON AS LEONIS PÉREZ GONZÁLEZ steps through the door of his college dorm, in a tiny city on Cuba's south coast, the tour he's conducting of his temporary home is virtually over. The place might measure 20 square metres. There's a sink, a tiny plastic table, two sets of bunkbeds, a closet far too small for the belongings of him and three roommates, and a balcony looking onto concrete walkups distinguished from this one by little more than location, each one as blocky, plain and weathered as the next.

Pérez doesn't mind. He has his distractions: weekend trips into the nearby city of Cienfuegos, a portable CD player for listening to salsa and reggae, and keeping up with the struggles of his hometown baseball team of Santiago de Cuba, 670 kilometres to the southeast. "They're young," he explains with a forgiving shrug. "They have a lot of new players."

Really, he's too busy to worry about his cramped quarters anyway. Pérez, 36, is a fourth-period Electricity student at the nearby Centro Nacional para la Certificación Industrial (CNCI, or the national centre for industrial certification). "It is a lot of subjects in a small time," he says in confident but limited English. "It is very hard but it is to our benefit."

Already an electrician at a cement company in Santiago, Pérez knows the certification he's getting at CNCI – which meets international standards – will mean a modest pay raise. That's a privilege. "There are others who cannot come here," he says.

In time, they might. Thousands already have. Once, this remote part of Cuba, roughly 250 kilometres southeast of Havana and overlooking Cienfuegos Bay, was the site of a Soviet attempt to kick-start Cuba's nuclear power infrastructure. Pérez's current hometown, known almost nostalgically as Nuclear City, was originally built to house staff to run the local plant. When its construction was unexpectedly suspended in 1992, a few thousand workers suddenly had no obvious purpose.

That's changed. In the service of Cuba's Ministry of Basic Industry (MINBAS), and through a 10-year partnership with NAIT and the Canadian International Development Agency (CIDA), CNCI has transformed this region into a staging ground for the future of the nation. At home, it has pushed Cuban productivity with a workforce of skilled tradespeople. But, in a nation politically and economically isolated for more than half a century, it is also creating new – and more importantly, sustainable – opportunities with international partners.



"THE WORLD IS
DEVELOPING. YOU
CAN'T GET STUCK.
YOU HAVE TO MOVE
WITH THE WORLD."

- LEONIS PÉREZ GONZÁLEZ,
FOURTH-PERIOD ELECTRICITY STUDENT



"TEN YEARS AGO THE GOVERNMENT WAS STRUGGLING TO FIND MEN AND WOMEN WHO WERE PREPARED TO GO OUT INTO INDUSTRY. THE CO-OPERATION PROGRAMS WITH NAIT HAVE BEEN INTEGRAL TO HELPING PREPARE THESE WORKERS."

- DAYSI PINEDA SÁNCHEZ, VICE MINISTER, CUBAN MINISTRY OF BASIC INDUSTRY

Known by locals only as *la escuela*, or *the school*, CNCI is earning a reputation that extends beyond the island's shores – making students like Pérez the face of a country poised for almost unprecedented change, a face Cuba seems ready and eager to put forward to the world.

FROM THE NEAREST BIG CITY – bayside, colonial Cienfuegos – the school is a 30-minute drive through an industrial zone skirting the bay and via Avenida Simón Bolívar, a stretch of broken pavement that crumbles into a potholed dirt road. Near a burgeoning refinery fed with Venezuelan crude, the face of Hugo Chavez dominates a billboard reading, upon translation, “Only socialism can make possible the impossible.”

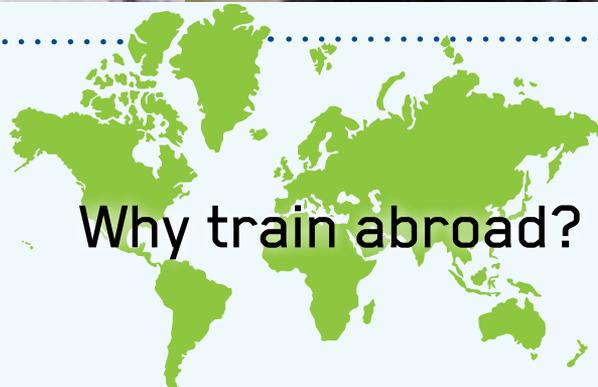
Continuing across the broad, muddy Damují River, the route winds through tangled jungle that reluctantly gives way to tidy mango and avocado groves surrounding the old plant. An empty concrete husk intended as one of four 417-megawatt nuclear reactors, it dominates the horizon like a great, domed cathedral. Conveniently located nearby – originally a training centre for plant technicians – the school is beige and featureless as an urban prairie high school, circa 1960.

Compared to most national educational institutes, CNCI is oddly isolated, but that's in keeping with the Cuban habit of making the most of what's at hand – a resourcefulness that can bring unexpected strides towards modernization. Since 2000, when it started with electrical and instrumentation training, the school has been at the heart of a success story in a promising trend in international development: investing in vocational training to build a skilled workforce that not only keeps a country running, but attracts outside investment.

“Cuba, like many developing countries, has a massive gap in technical or industrial training,” says Kathryn Dunlop, the CIDA co-operation counsellor stationed in the Canadian Embassy in Havana. That doesn't mean Cuba is undereducated. Following the 1959 Cuban Revolution, the literacy rate rocketed. At roughly 99.8 per cent today, it beats both Canada and the U.S., each at 99 per cent. Overall, however, Cuban post-secondary education is concentrated in universities. CNCI, with NAIT's assistance, has helped catalyze a vital shift, “raising the profile and reputation of technical training,” says Dunlop.



From far left, Cienfuegos Bay, as seen from CNCI; Fourth-period Electricity students between classes at CNCI; Hugo Longoria del Blanco, director of CNCI, first came to the area as an engineer for a nuclear power plant that was never completed.



Why train abroad?

"In terms of our sustainable economic growth priority, CIDA is working with Cuba to build foundations for the future. One of the foundations for economic growth is a modern workforce and that's where CNCI comes in."

So does NAIT, says CNCI director Hugo Longoria del Blanco. "When we talk about CNCI development during the last 10 years, we have to talk about NAIT involvement." Specifically, Longoria refers to instructor training provided by NAIT instructors - on-site and in Edmonton - and shipments of equipment including metal lathes, computers, electrical and instrumentation simulation panels, numerical control machines and more - worth more than \$3 million over the last decade. Without it, the school's labs and shops couldn't operate. "The base of our technical training at CNCI has to be a practical training," says Longoria. "The most important issue is to provide the students the opportunity to do the things with their own hands."

Ultimately, this approach means a better, faster and safer workforce, he adds. That's exactly what CIDA wants to see come out of its promotion of vocational training. What's more, Longoria adds, "It's something employers are recognizing."

The desire to participate in international and community development fueled NAIT's interest in partnering with CNCI (Cuba's national centre for industrial certification), but it wasn't the sole motivation.

Apart from the opportunities for brand building and professional development for faculty, a project like this is an opportunity to export Canadian values and a means of revenue generation - a concern for all of Alberta's post-secondary institutions given the current economy. By providing expertise in training, curriculum development and institute building abroad, NAIT Corporate and International Training, administrator of the CNCI project, generates funds for programs here at home.

It creates less tangible valuable spinoffs, as well. Machinist instructor Jerry Muise is one of more than 50 NAIT instructors who have worked in Cuba. Helping CNCI staff set up equipment and programs taught him the fundamentals of institute building. Equally important, it opened his eyes to life in a developing nation, and motivated him to make his own contribution. Invited to a Cuban's home for dinner, he made a gift to his host's son of a second-hand video game system from Canada.

"Within 10 minutes, that boy had that thing hooked up and running," says Muise. "His mother sat down beside him and cried."

— Scott Messenger

www.nait.ca/cit



THERE'S SUBTLE GRAVITY in that statement. Frame it in the likelihood of a post-embargo Cuba and the economic acceleration that might follow, and it suggests an acknowledgement of the need to prepare for a future the Revolution likely didn't anticipate.

Longoria - who bears a striking resemblance to Cuban hero José Martí, leader in the late-19th century fight for independence from Spain - seems ready for whatever change might come. He's already seen a lot since he came to this part of the country in the early 1980s as an engineer to operate the nuclear power plant. Back then, the Soviet Union played big brother here; its nuclear plant project was sustaining a workforce of thousands. In short, the future depended heavily on the agenda of a communist superpower.

In 1991, of course, the Soviet Union ceased to exist. A few boxes of outdated nuclear physics textbooks, printed in Cyrillic, are the only remnants of the previous inhabitants of the training centre, its classrooms and open-air corridors filled today with early- and mid-career Cubans.

After the school started in 2000 by offering electrical and instrumentation courses to about 80 students, recalls Longoria, it moved into welding in 2001

and mechanical and millwright training in 2002. From there, it offered certification to supervisors, welding inspectors and, today, inspectors of high-risk equipment including pressure vessels, boilers, valves and piping. It will even tailor programs to suit specific employers and train on-site, according to needs identified by MINBAS. Overall, more than 16,400 students have graduated from CNCI over the last decade, with roughly 1,200 achieving international certification based on NAIT and Alberta curriculum.

But the best example of the change the school represents might be the role it played in the Energy Revolution. Starting in 2006, the national campaign addressed not only a deteriorating power grid, but the need to move toward sustainable energy sources. Thousands of small, fuel oil-powered generators known as gensets tackled the former, if not the latter. To help with their rapid rollout across Cuba, the school developed its own curriculum and trained nearly 6,000 operators and maintenance technicians. The machines may be little more than a bandage solution, but the immediate outcome has been positive. Besides proving the school's burgeoning self-sufficiency, the genset rollout, for now, has addressed the crippling energy



WEB EXTRA

Scan this QR code for more of photographer Jason Ness's images from Cuba or visit techlifemag.ca/cuba-photos.htm. Need a QR code reader? See p. 5.



From far left, a student in a fourth-period Electricity class at CNCI; CNC machine training on computers provided by NAIT; Fourth-period Electricity student Maréa Gámez Lambert is one of a growing number of Cuban women learning trades; CNCI on the 10th anniversary of the beginning of its project with NAIT.

deficit, opening up the country to a world of economic possibilities.

“Energy is the base of the development of modern society,” says Longoria. But he’s mindful of taking too much credit. “The Energy Revolution is huge. We were only able to provide a piece of sand in that bigger picture. But we are really proud.”

BACK IN HAVANA, the officers of MINBAS, one of Cuba’s most powerful ministries, pay close attention to progress and achievements at the school.

“One of the key points of the Revolution has been education for the Cuban people,” says Daysi Pineda Sánchez. As the Ministry of Basic Industry’s vice minister, Pineda oversees 120,000 workers and seven industry-related schools, CNCI among them. With respect to realizing Cuba’s economic potential, education has continued to play a central role in the country. “One of the key focuses of the training at CNCI is not only to help prepare operators and maintenance people for industry, but to increase productivity.”

Boosting productivity is a priority of the Cuban government, and it can happen in two ways. The first is to realize the better, faster, safer workforce of

Longoria’s aims. The second – especially important given the government’s announcement last September of 500,000 state worker layoffs – is to attract more foreign investors (that is, new employers).

That might seem contradictory to the nationalization of foreign and domestic privately owned businesses following the Revolution. But today, the government considers carefully managed international partnerships necessary for growth. A good example sits right down the road from the school: the oil refinery, currently ramping up as a joint venture with *Petróleos de Venezuela SA*. Training that facility’s staff ranks high amongst the school’s next projects.

“Foreign investment is important to the development of the Cuban economy,” says Arnoldo Rodríguez Lubian, specialist with the Ministry of Foreign Trade and Investment. “With the development of [CNCI] it will be possible that the workers needed by foreign investors could be covered with the Cuban workforce. That’s good not only for Cuba but also for the foreign countries that invest here.”

“Ten years ago the country and the government were struggling to find men and women who were prepared to go out into industry and work,” says Pineda.



INTERNATIONAL IMPACT

With the project to develop a Cuban industrial certification centre complete, NAIT's department of Corporate and International Training will again partner with the country's Ministry of Basic Industry and CIDA on a new initiative to improve vocational training across the island. But that's not the extent of NAIT's global involvement. Here's a look at that and other ongoing commitments.

— Scott Messenger

CUBA



With a \$5.3-million contribution from CIDA through to 2016, NAIT will work with the **Cuban** government to strengthen its technical and vocational training system. New training programs will focus on foreign investment and growth opportunities like renewable energy and oil, gas and petrochemical production. As well, a national strategy will be developed to boost the role of women in the trades and management.

CHINA



Each year since 2005, the government of the province of Guangxi Zhuang, **China** sends 40 students to NAIT to learn English. After six months in Edmonton, they return home to teach English in 20 different junior and senior high schools and post-secondary institutions, bringing fresh perspectives to the Chinese education system and better preparing students for the global marketplace. NAIT is currently working with its 12th group of students.

USA



In response to Weyerhaeuser's need for standardized high-quality skill sets across its **U.S.** mills, NAIT started a customized plant maintenance personnel program for the multinational forest products company in 2008. The four-period program focuses on electrical and millwright apprenticeship training, and even touches on welding. Distance delivery and on-site mentoring are complemented by two weeks the students spend each period in Edmonton with NAIT instructors.

"The co-operation programs with NAIT have been integral to helping prepare these workers."

They have also had a beneficial regional effect. In addition to boosting Cuban productivity, CNCI helps other Latin American countries do the same by serving as a training centre for foreign workers. A source of ongoing revenue, such outreach is further proof of the institute's sustainability.

Development projects are temporary. But the gains made by CNCI are sustainable and long term, says Kathryn Dunlop, who is optimistic about the future of the school, which recently spun off a new project (also in partnership with NAIT; see left) to strengthen the technical training system across Cuba. In CNCI's favour, she sees support from the Cuban government, especially MINBAS, and significant capacity to meet emerging needs. Most importantly, perhaps, she sees graduates that are better off for the experience.

"CNCI, with the support of NAIT, has given them the skills," says Dunlop. "Wherever they work, they take those skills with them."

FOURTH-PERIOD ELECTRICITY STUDENT Maréa Gámez Lambert recognizes the value of those skills in a way foreign to most Canadians. An employee of a power plant in Havana, the 54-year-old mother of two daughters – a teacher and a biomedical engineer – is learning about circuits and transformers, and how to read plans and meet Canadian codes and standards. In a society so intensely focused on equality, she's not getting an education to get ahead. She's becoming a better contributor, just like she taught her daughters.

"For me, the most important thing is to be useful," says Gámez, "not to go through life without any inspiration or without giving something to society."

A generation removed from Gámez, Leonis Pérez González shares that sentiment. Soon, he'll leave his tiny, Nuclear City dorm room and return to bustling Santiago de Cuba. He'll resume work as an electrician at a cement plant, probably taking on more responsibility and receiving a raise of perhaps 125 pesos, bringing his monthly wage to roughly \$20.

But, like Gámez, the extra money isn't the point of attending the school. "The world is developing," says Pérez. "You can't get stuck. You have to move with the world."

He's talking about his own skill set, but he might as well be talking about his country. As Cuba continues to reach out to international partners – corporations, countries and institutes like NAIT – its circumstances require it to prove it has kept pace with the world. By producing a growing body of skilled alumni, CNCI is one way Cuba is doing that.

"It's hard for one person to move a stone," says Pérez. "When there are more, you can do it. It's collective work." ■

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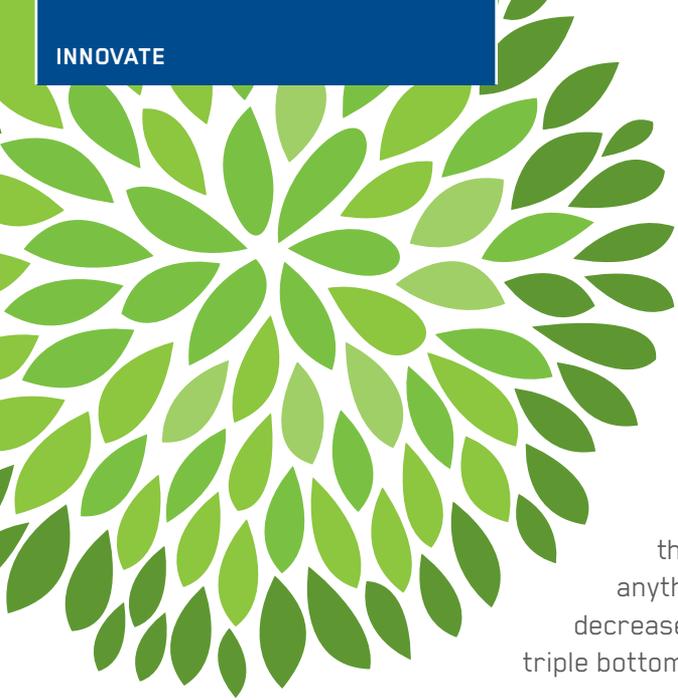


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10 steps to GREENER meetings

You may be surprised by how simple it is to reduce the environmental impact of your meetings, whether they're full-scale conferences, a weekly team gathering or anything in between. Green initiatives are easy to implement, decrease meeting costs and, overall, improve your organization's triple bottom line of people, planet and profit. — *Diana Graling*



VENUES

1. Look for a hotel **within walking distance** to restaurants and nightlife to reduce transportation emissions.
2. Turn down the **air conditioning** or heating when it's not needed.
3. Set a **room temperature standard** with the venue, including a time when air conditioning or heating should be turned down for the day.



CATERING

4. Use **local food that is in season** (often local food is also organic).
5. Request **bulk food dispensers** for condiments, cereals, yogurt, cream cheese and butter to reduce packaging.
6. Provide **water stations** with pitchers and reusable or biodegradable glasses instead of bottled water.



PRINT MATERIALS

7. Send **emails or develop a website** for registration materials, white papers and presentations. This cuts down on paper and reduces shipping costs and on-site recycling.
8. Design **generic directional signage** for your annual events - leaving out the date and location - so you can reuse them. Many venues also offer electronic signage.



TRANSPORTATION

9. Select ground transportation companies that use **energy-efficient vehicles**; and minimize idling and air conditioning in all meeting vehicles.
10. Offer **carbon offset options** to air travellers.

SPREAD THE WORD!

Make sure attendees, meeting partners and the media are aware of your green motivations and objectives. This will help all stakeholders understand and embrace the differences between conventional events and yours. It might even generate positive publicity.



ABOUT OUR EXPERT

Diana Graling, manager of global accounts with HelmsBriscoe, is an award-winning meeting management professional and a member of the Green Meeting Industry Council. She is also a certified meeting professional and a certified special events professional. Since 2007, she has developed and taught the Special Event Management certificate program at NAIT, including a one-day green meeting course.

clip and save

PHOTO SUPPLIED BY DIANA GRALING
ILLUSTRATION BY ANDREA YURY

BBA: THE DEGREE THAT DELIVERS

Alexandria Mah works full-time as a Revenue Canada auditor, plays intercollegiate soccer for the NAIT Ooks, and is pursuing both a degree and a CGA credential. She needed a degree program that delivered flexibility and results – and found it in NAIT’s Bachelor of Business Administration.

The BBA builds on Alexandria’s previous JR Shaw School of Business diploma, allowing her to finish quickly and work toward her accounting designation at the same time. And the choice of full-time, part-time and online course options means she can tailor her studies to fit her busy schedule.

Find out what NAIT’s BBA can deliver for you.

SCAN THIS TO HEAR
ALEX'S STORY



WWW.NAIT.CA/BBA
EDUCATION FOR
THE REAL WORLD





Environmental monitoring at Nexen's Long Lake oil sands facility near Fort McMurray, Alberta.

RESPONSIBLE ENERGY DEVELOPMENT

We apply technology and innovation to minimize our impact to air, water and land. We partner with our stakeholders to identify and implement business solutions that create mutual benefits. We safely and responsibly deliver energy to a world that needs it.

And we're proud of our community involvement. This includes our investment in the NAIT Nexen Theatre, a next generation classroom that allows students to communicate and learn in a virtual environment.

That's Nexen's way.



BEDSIDE MATTERS

Radiology resident Dr. Anukul Panu (seated) and sonography student Dana McClean, with actors posing as expectant parents

LYING IN A DIMLY LIT ULTRASOUND SUITE, you're full of anticipation as you are about to get a glimpse of your baby. Friendly banter stops as the sonographer studies her screen. She stands up and says she's going to check something with the radiologist. In a heartbeat, you know something is wrong.

The way a medical team delivers bad news has a profound impact on a patient. That's why NAIT Diagnostic Medical Sonography students and University of Alberta radiology residents recently took part in a simulation based on this heart-wrenching scenario.

The exercise, organized by sonography instructor Martie Grant, was part of NAIT's inter-professional education initiative, in which students from different medical fields learn with, from and about each other to improve collaboration and patient care. It was the first simulation of its kind to bring together NAIT sonography students and University of Alberta radiology residents. Currently, NAIT is working with other post-secondary institutes to arrange exercises to link students across other health-care programs.

Several "ah-ha" moments came out of that ultrasound simulation. Here's what the students will take from it as they begin their careers.

— Ruth Juliebo

PROFESSIONALISM

There's more to being a physician than being a medical expert. In a situation where you must deliver bad news, professionalism is paramount. Team members must understand each others' challenges and stresses . . . and have deep sympathy and respect for the patient.

Dr. Sandeep Naik
Assistant Clinical Professor
Department of Radiology and Diagnostic Imaging, University of Alberta

COMMUNICATION

My role is to focus on delivering the medical information, while the sonographer can offer the "softer" touch to comfort the patient. It's very helpful for the sonographer to fill me in on the patient's history, thoughts and emotions before I go in.

Dr. Anukul Panu
Fourth-year resident
Diagnostic Radiology Residency
University of Alberta

COLLABORATION

I learned how much the doctors appreciate our support. Sonographers form trusting relationships with the patients after scanning. . . . If I can prepare the doctor for that individual's circumstance, it will alleviate some stress both for the doctor and the patient. We are all part of a team.

Dana McClean
Second-year student
Diagnostic Medical Sonography
NAIT



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HELP US MEET THE ENERGY CHALLENGE.

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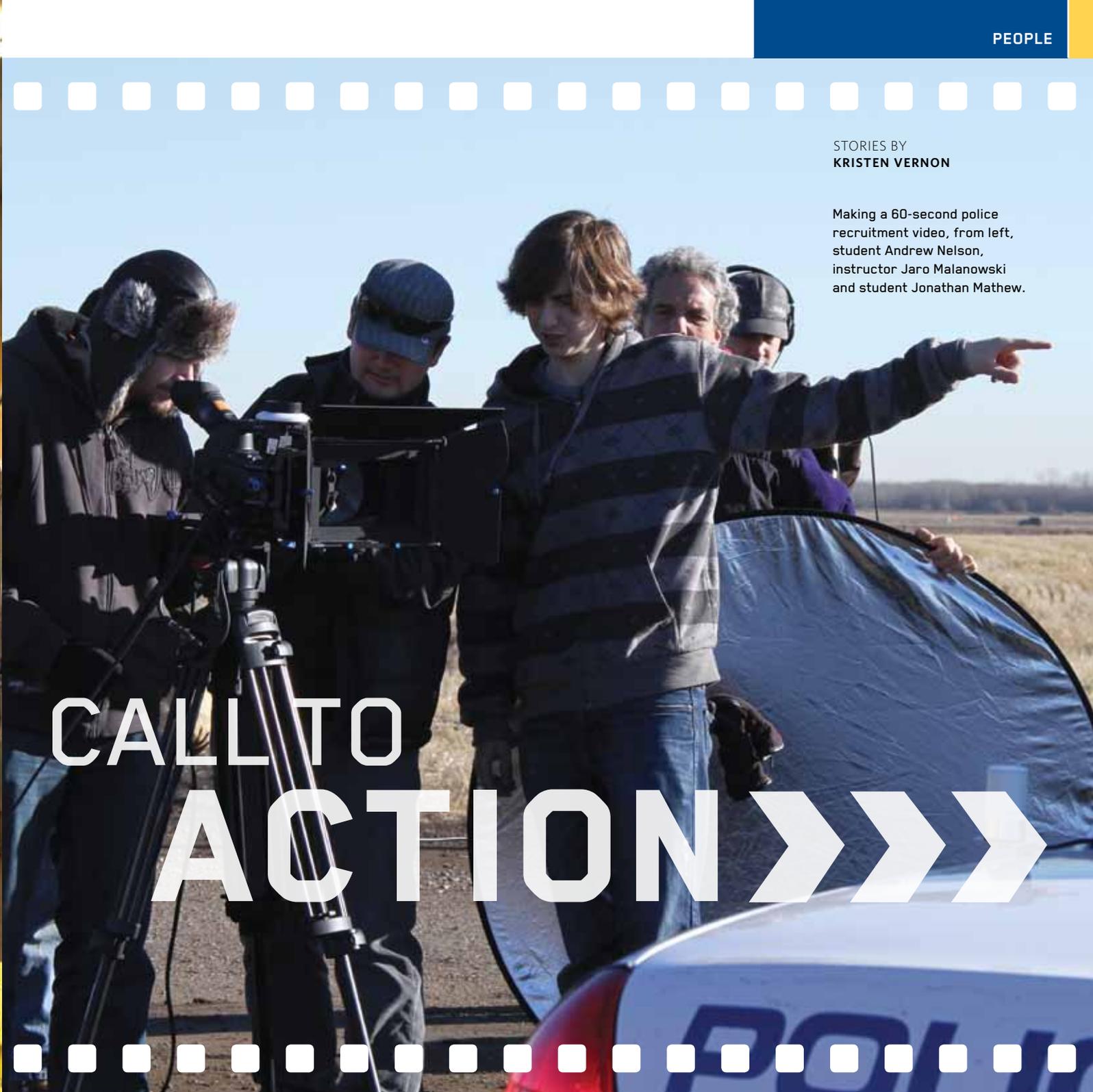
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BE PART OF THE SOLUTION.



STORIES BY
KRISTEN VERNON

Making a 60-second police recruitment video, from left, student Andrew Nelson, instructor Jaro Malanowski and student Jonathan Mathew.



CALL TO ACTION >>>>

Digital Media and IT students help recruit for Alberta's police agencies, including the Edmonton Police Service – a place where many alumni have found their calling.



THE 12 POLICE AGENCIES participating in the Alberta C.O.P.S. recruiting campaign will soon have a promotional video and an iPhone application in their marketing toolboxes, thanks to NAIT students.

Over the past three years, post-secondary students have competed to develop the Alberta C.O.P.S. (Career Opportunities in Police Services) campaign, funded by Alberta Solicitor General and Public Security to attract young people to policing.

The 60-second video (see screen captures above) was created in fall 2010 by Digital Media and IT students. Five groups pitched their ideas to the team from Alberta C.O.P.S. The entire class then produced the winning concept, *Train Hard, Work Harder*, which combats perceptions about policing as a dangerous career and shows how training prepares officers for typical calls including helping a child with a bike helmet and making an arrest.

Second-year student Cory Brake, the commercial's digital imaging technician and lead editor, says it taught him that "a film set is a huge collaborative effort and every job depends on somebody else's."

The video will be posted to the Alberta C.O.P.S. website and can be used by partner agencies.

The iPhone app, meanwhile, was developed by four students who completed the project outside class, teaching themselves everything they needed to know. "I just learned another course without having to pay for it," says Srikanth Sethuraman (Computer Systems Technology '10).

The soon-to-be launched app provides recruiting information and serves as a personal fitness training tool.



Alberta C.O.P.S. will take recruiting mobile when this iPhone app launches.

No. | NAME

THE POLICE FILES



ROSALIE URBAN WAS ATTRACTED to a career with Edmonton Police Service in 1983 by the opportunity to work with data that has an impact. "It's real data that affects the citizens of Edmonton. It's crime data. It's dispatch data," she says.

That's even more true today.

As technology has evolved, so too has the importance of her line of work. "They (police officers) can't do policing on their own. They need the data. They need timely information."

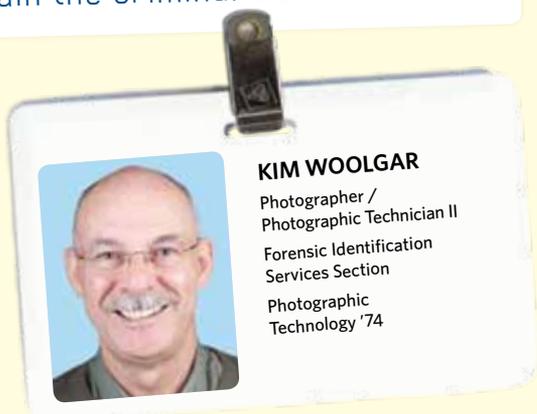
Urban, who joined the Business Intelligence Project Office in 2005, extracts data from the records management system and the computer-aided dispatch system (where 911 calls come in) to produce reports. She was part of the team that looked at how to capture information in a way that would improve police response times to Priority One calls. "It's not just how fast you drive," she says. And when Edmonton Police Service added a fifth division in 2006, Urban helped provide the data that informed the new geographic deployment model.

Although Urban, 51, has been able to retrain through work to keep up-to-date, "keeping up with technology and being efficient in using all of the tools to their proper capabilities" has been the greatest challenge. After all, a lot has changed since her student days, when Urban used punch cards and an off-campus government computer the students had access to (there was no computer lab on campus - "there were no such things as PCs or laptops," says Urban).

PHOTOS BY JASON NESS; ILLUSTRATION BY TRINA KOSCIELNIK; SCREEN CAPTURES SUPPLIED BY CORY BRAKE, CARMEN BACHEZ, AND ANDREW NELSON



Alumni in the Edmonton Police Service show what goes on behind the scenes to contain the criminal element.



WHEN KIM WOOLGAR TELLS people he's a photographer with Edmonton Police Service, they assume he's a crime scene photographer. "It's fun yanking people's chain," he says. Woolgar isn't a police officer, a prerequisite for the crime scene photographer job, but he does process crime scene and traffic photos and prepares them for court.

The first time he saw crime scene photos was when Edmonton police came to NAIT to recruit a photo technician. Looking at graphic photos of a suicide by high-powered rifle made him squeamish, but Woolgar says he's since found ways to cope. "I'm actually a very emotional and sensitive person, but when it comes to looking at that, you get tough and you joke about it, because that's your escape mechanism."

Woolgar also prepares police lineups (now a collection of photos that resemble a suspect), takes publicity photos and supervises two other NAIT photography grads, Bill Harper ('82) and Stacey Scott ('84).

Outside the office, Woolgar has earned national recognition for his work. In 1987, the Professional Photographers of Canada named Woolgar's image of the Telus World of Science best commercial photo and best commercial/architectural photo. The photo was then included in the World Council of Professional Photographers' World Traveling Exhibit and is now in Library and Archives Canada.

Police recruiting materials boast that it's "never the same day twice" – and after nearly 35 years on the job, Woolgar, 59, says the challenge of new technology and techniques and the unique subject matter keep it interesting. "Anything and everything that happens in the city – we will see the images come through here."

HAD HIS MEDICAL CAREER pursuits worked out, Hao Ly wouldn't be an acting detective. But low university English marks dashed the Vietnamese refugee's medical school dreams, and health-care cuts meant that when Ly graduated from Medical Laboratory Technology in 1993, there were few jobs. After six months of drawing blood as a lab assistant and several seasons tree planting, Ly decided to try policing.

First, he had to get accepted. After failing the RCMP and Edmonton police exams, Ly enrolled in Grant MacEwan's Police and Security diploma, hired an English tutor and taught himself to pass the exam. He passed the Edmonton police exam in October 1997 and started training the following February. (He won the Constable Ezio Faraone Physical Fitness Award for his recruit training class.)

Like all new hires, Ly started in patrol, what he calls "fundamental police work," where officers encounter a variety of situations – a noisy party, a drunk on the street, a person with a gun – and perform many roles. "Policing is not just about arresting bad guys," Ly says. "You could be a psychologist. You could be a sociologist. You could be a social worker. A mediator."

Over his 13 years of policing, Ly, 41, has also worked the gang unit, the drug unit, robbery, the Whyte Avenue beat, homicide and recruiting. Because he speaks Vietnamese and some Chinese, he's been seconded three times to monitor wiretaps. Now, as acting detective with the Criminal Investigation Section, Ly takes on major investigations, such as personal robberies, aggravated assaults and break-and-enters.

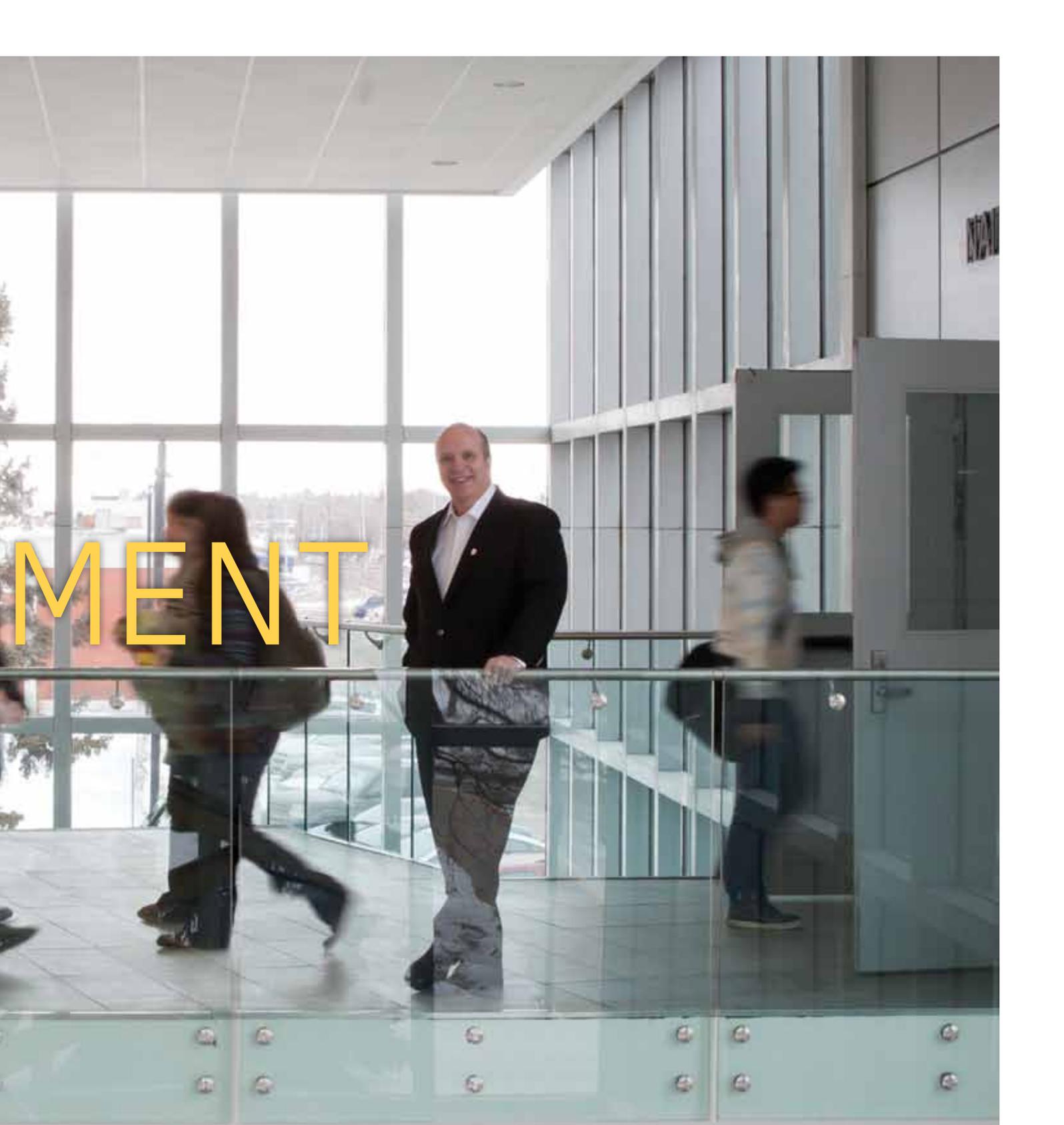
Ly enjoys the stability of the career, which allows him to support his wife and four children. "The big challenge is to keep balance between your family and your work life." He also likes the opportunity to give back to the community that adopted his family after they were forced from Vietnam in 1979 because his parents were half Chinese.



GLENN FELTHAM'S

NEW ASSIGN

NAIT's new president and CEO intends to be the institute's chief cheerleader. But first, he needs to get to know the organization more intimately. For that, he's embedded himself in classrooms and labs in an effort he's calling Project President – a hands-on orientation that will help chart the future of the polytechnic.

A photograph of a man in a dark suit and white shirt standing on a modern, glass-enclosed balcony. He is smiling and looking towards the camera. The balcony has a glass railing with metal fasteners. In the background, there are large windows overlooking a cityscape. Other people are visible in motion, blurred, on the balcony. The word "MENT" is overlaid in large, yellow, sans-serif capital letters on the left side of the image.

MENT

STORY BY
SCOTT MESSENGER

PHOTOS BY
JASON NESS

PHOTO ILLUSTRATION BY
JENNIFER LUBRIN



Above from left, during his hands-on orientation to NAIT, Dr. Glenn Feltham undergoes VO₂ max testing with Personal Fitness Trainer staff; operates a digital video camera under the guidance of Digital Media and IT instructor Jaro Malanowski; and learns to crack a lobster claw with Culinary Arts students.

LESS THAN AN HOUR into his first day as NAIT's sixth president, Dr. Glenn Feltham stands in a training room in NAIT's fitness centre, waiting to see what's going to happen to him next. It's early morning, and he's well into his first order of business: a complete physical assessment by Personal Fitness Trainer chair Leanne Telford and her staff. He's wearing decade-old but near-mint Adidas sneakers, shiny blue shorts to the knee and a NAIT T-shirt crinkled with newness and bearing the year of the school's beginnings, 1960.

"NAIT and I were born at the same time," he quips to Telford. "NAIT has stood up far better."

It's an unusual introduction to a workplace, but it's exactly what Feltham wanted. It's come to be known as Project President. Telford has promised to evaluate his



strength, flexibility, posture, cardiovascular fitness and diet. She's also interested in his long-term health goals. "We joke in our program that we have the magic pill for lifelong health," says Telford. "Well, we do."

Feltham has the spirit, if not the body, of a jock, eager for challenge and competition. He loves sports, especially collegiate, played football in high school and rec hockey until he was 35. But careers like his take over: schedules and stress can take their toll. During the seven years previous as dean of the Asper School of Business at the University of Manitoba, he put on 30 pounds. Over the years, he's lost 50 yards on his golf swing. Naturally, he'd like to lose the former and regain the latter. Mostly, though, at this point of transition, he'd like to establish habits his three children and wife Tammi need him to adopt - for his sake and theirs.

As Feltham remembers, "My wife pulled me aside and said, 'Glenn, the last seven years haven't been kind to you. What are you going to do to live through being the president of NAIT?'"

But that isn't the only reason Feltham is subjecting himself to stretches, pushups, sit-ups and analysis of his vital signs ("So, there is a pulse?" he asks as Telford takes his resting heart rate). During his first weeks at NAIT, Feltham intends to tackle hands-on activities throughout an institute marked by what he sees as a near-dizzying array of programming, participating in cooking to crane operating and everything between. His physical assessment is a key part of his quest.



"YOU COULD FEEL JUST AS MUCH AT EASE WITH HIM IN A SOCIAL SETTING AS IN THE BOARDROOM."

- GEORGE ONYSCHUK,
NAIT RESPIRATORY THERAPY INSTRUCTOR

While immersion might prove the best path to truly understanding NAIT, the approach is also indicative of an enthusiastic, unapologetic extrovert, eager to be amongst staff and students.

"People have to get to know me," says Feltham.

As the tests wrap up and Telford and her staff have the information they need to plan the president's eight-week personal training program, he assures them he'll do whatever they ask of him.

"I think this is going to be fun," he says with a smile.

DESPITE BEING NEW to campus, Feltham comes to NAIT familiar with its reputation. After seven years in Winnipeg, his trip from one end of the Prairies to the other represents a homecoming. Feltham was born and raised in southern Alberta. His father was a school board administrator; his mother was involved in construction and development, and politics as a reeve and then Member of Parliament.

"So I grew up in a family where we talked a lot about business and about politics," says Feltham, "and an awful lot about community."

Building on those early lessons, Feltham amassed an education that includes two bachelor's degrees, an MBA, a law degree and a PhD in taxation and finance. All of it helped shape the Asper School of Business into an economic centre of gravity for Manitoba with strong links to the real world of commerce.

"The dean of a healthy business school has one foot firmly planted within the school and the other firmly planted in the business community," says Reg Alcock, the former MP and Treasury Board president who served as Feltham's associate dean and is now the school's executive in residence. "That defined Feltham to a T. . . Glenn believes that being responsive to the community is one of the responsibilities of a post-secondary institute."

Following his parents' lead, Feltham ensured that he, too, was responsive. In Winnipeg, he contributed by chairing the Royal Winnipeg Ballet and serving on the boards of the Winnipeg Airports Authority and Manitoba's Crown Corporations Council.

Though he's still identifying similar roles to play in Alberta, he's already had a strong impact on building community on campus. While cheering on NAIT in a variety of sports – even before his first day on the job – he introduced himself to the men's Ooks basketball team by awarding gold medals for its Alberta Colleges Athletic Conference championship win in early March. In free moments, he tours campus to meet staff, ready with new steel-toed shoes for viewing shops and labs. And, in those instances when a connection can't be made in person, he picks up the phone.

Leading up to NAIT's Instructional Excellence awards, an annual recognition of teachers by students, Feltham called to personally congratulate each of more than 30 nominees, including George Onyschuk.

"It's not every day that the president calls you," says the Respiratory Therapy instructor. "I'm very impressed with the personal, human touch Dr. Feltham brings to our institution. He seems very genuine – and very interested in and concerned about NAIT students and staff. You could feel just as much at ease with him in a social setting as in the boardroom."

THAT'S NOT TO SAY Feltham is a pushover in the latter. About two weeks into the job, the president encounters his first trial-by-fire at a senate meeting of the NAIT Students' Association. Following a congenial get-to-know-you dinner (keeping with his new diet, he skips the crème brûlée), Feltham delivers a state-of-the-institute presentation on funding and tuition. News of a deficit tips off a heated discussion of increased athletic fees that bring NAIT in line with Alberta's other post-secondary schools.



Feltham's tour of NAIT continues with a trip to the Animal Clinic with Animal Health Technology chair Jocelyn Forseille (left) and educational lab technologist Patricia Beeching.

The association is the students' voice to NAIT administration and government, and it takes that job seriously. For the better part of an hour, the association executive and 17 student senators debate the fee. Vice president academic Tessa Cocchio questions the institute's spending priorities, including the investment – unique amongst similar-sized Canadian schools – in full-time coaches in select sports. "NAIT's primary goal is not athletics," she argues.

One of Feltham's leadership credos is to "never let people leave believing they haven't been heard." He doesn't; but in this case, he stands by the prior decision.

"I think we can agree to disagree on this one," he tells Cocchio. She smiles and nods. Two days later, the two work amicably side-by-side at a planning session for the upcoming Academic Council meeting.

There are more challenges to come. Just as he explained in his presentation, Feltham's first year will bring no increase in government funding. Thanks to the downturn, so will the next.

While Feltham recognizes the need to deal with the here and now, "Economies change," he says, with equal parts pragmatism and optimism. "I think it's dangerous to get too fixated on the short term. One always wants to look forward rather than down at your feet."

FOR FELTHAM, that involves strengthening the connection NAIT already has to its community – thereby improving the student experience. His work at the Asper School of Business was defined by the pursuit of relevance and adaptability. He believes NAIT has those fundamentals in place. "Everything we do has direct relevance to our province and to building wealth in our province," he says. "For the future, we need an even sharper focus on meeting not just current needs, but emerging needs."

Alcock wouldn't be surprised by Feltham's attitude. "NAIT is getting somebody who will drive you to think beyond the campus," he says. "He never gets too far in front of the collective wisdom of the organization, but he'll push it and keep it on its toes. He'll take NAIT somewhere better."

To make that happen, Feltham is determined to develop his own solid foundation of knowledge about NAIT, turning up in classrooms, shops and labs, as ready to be a part of the educational experience as he is to administer it. Driven by that inherited tendency toward community-building, he has assigned himself the role of "chief cheerleader" for NAIT and, through it, the province he has returned to.

But just as his family has stressed, his success will depend on his personal well-being. Back in NAIT's fitness centre, as Feltham's first morning on the job draws to a close, Telford delivers the results of his assessment. His blood pressure and heart rate are good, and he's strong – for a man his age, Telford reluctantly qualifies. That said, his flexibility is awful, his diet needs work and he needs to be much more active. But, overall, he's well-prepared to "live through" his midlife career change.

Feltham finishes the assessment ready for training and insisting he be held accountable. Besides the four- and eight-week checkups, he asks for a reassessment in a year.

He's clearly excited about what he's about to embark upon, even if he knows it won't necessarily be easy. Telford doesn't hide that he has serious catching up to do. She's impressed with his attitude, but she knows he's facing a challenge.

He knows it, too, but like an athlete on game day, he's unfazed. "This is a good way to kick things off," says Feltham. ■

WEB EXTRA

Scan this QR code for a day-by-day account of Project President, Dr. Feltham's quest to get to know NAIT or visit www.nait.ca/project-president. Need a QR code reader? See p.5.





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- Administration
(administrative personnel)

- Finance & Accounting personnel
- Software Engineers
- Document Control
- CNC-PC Operators
- Human Resources Administrators

- Quality Assurance
personnel
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DRESS TO IMPRESS

Competition in today's job market is fierce. A winning resumé can get you in the door but you must ace the interview to get the job. According to Karmen Masson, founder and executive director of Suit Yourself, looking the part is key to success. "Your first impression is created by what you are wearing," she says. "Look polished." Since 2001, her Edmonton-based charity has dressed 1,400 disadvantaged women for job interviews. Here, Masson gives advice on what to wear to a job interview to look and feel your best.

— Fiona Bensler

WOMEN

KEEP IT LIGHT

- Keep makeup subtle. Choose one area on your face for one bright colour.

ADD SOME PUNCH

- Blouse or dress shirt to match the suit. Use this item for colour in your outfit.

BE CLASSY

- Blazer with skirt or pants in a solid, darker colour.

A LEG UP

- Nylons, regardless of season, in conservative colours like navy, black or beige.

STEP TO SUCCESS

- Neutral coloured shoes with closed toe and heel.





MEN

KEEP IT SIMPLE

- Conservative suit in a neutral, darker colour. Avoid double-breasted jackets, which can look overdone.

WHITE COLLAR

- Dress shirt in white or neutral colour to match the suit.

ALL TIED UP

- A tie, always, but no skinny, wide, clip-on or zipper ties. Use a wider knot and hang to the waistline. Use the tie to add colour to an outfit. Accessorize with a simple tie clip.

BASIC BLACK

- Executive-length black socks.

WELL HEELED

- Polished, dark or black shoes.



RULES OF THUMB

- Wear a suit jacket that can be buttoned two-thirds of the way up and still be comfortable while seated.
- Use a briefcase or portfolio for documents. Women should carry a purse for personal items; it should be in excellent condition and a solid or neutral colour.
- Keep hair and fingernails well groomed.
- Keep brightly coloured items to a minimum. Choose one piece as a pop of colour - too much makes you look eccentric.
- Choose one good piece of jewelry. More than that is distracting.



WHAT NOT TO WEAR

- Piercings other than traditional earrings
- Excessive or gaudy jewelry
- Brightly coloured outfits
- Short skirts or anything ill-fitting
- Very high heels
- Exposed tattoos
- Anything with writing on it
- Perfume or cologne

ABOUT OUR EXPERT

Karmen Masson, executive director of Suit Yourself, understands the importance of dressing well. As a young lawyer, "I really experienced the difference in treatment that you get when you present yourself well," she says. Masson was formerly the executive legal counsel to the Chief Justice of the Court of Queen's Bench and currently teaches Business Law as a sessional instructor in NAIT's Department of Continuing Education.

Watoto business classes have helped this woman (centre) and her five children move beyond subsistence farming to sell beans at the market.



GREETINGS FROM UGANDA

DEC. 15, 2010



WEB EXTRA

Scan this QR code to see more of Jeanette Janzen's photographs from Uganda or visit techlifemag.ca/uganda.htm. Need a QR code reader? See p. 5.

IN SUMMER 2009, I had the chance to volunteer with Watoto, an organization in Kampala, Uganda, that is changing the lives of thousands of orphans and widows through international sponsorship as well as the teaching of the gospel. Funds raised through sponsorship are used to feed, clothe and educate orphaned children and vulnerable women, giving them new hope for the future.

On my final day of working in the home for babies, just before I came back to Edmonton for school, I learned there was also a volunteer photographer position. Needless to say, once I graduated from NAIT's Photographic Technology program in 2010 I returned to Kampala for two and a half months to volunteer in Watoto's marketing department, providing quality images for the website, brochures and promotional materials.

I spent one special weekend up north in a village called Gulu, where we went on photo shoots covering

a Watoto program called Living Hope. This program provides biblical counselling, medical assistance and basic small business classes to teenage mothers, returnees from abduction and HIV-positive women who have lost their husbands, many of them to the civil war from which the village is struggling to recover.

We were given the unique opportunity to photograph two ladies in this program, along with each of their five children, in their homes. Because of the business classes, one of the ladies was able to grow enough beans not only to feed her family but also to sell at the market, earning extra money to start saving to buy a tractor.

Now if only I could take a class on how to avoid cow pies while simultaneously shooting and walking through cassava fields!

JEANETTE JANZEN
PHOTOGRAPHIC TECHNOLOGY '10

PHOTO BY JEANETTE JANZEN

BTech: THE DEGREE WITH DIRECTION

Tyler Mowbrey earned a Bachelor of Technology in Technology Management degree in just two years, building on the strength of his previous IT diploma. Now he's pursuing an MBA on the west coast, while employed as a consultant for a leading software provider.

NAIT's BTech degree combines advanced technical knowledge with critical thinking, leadership and managerial skills. With a range of elective courses and a choice of full-time, part-time and online study options, it's a great fit for a career that's going places.

Where are you headed?

SCAN THIS TO HEAR
TYLER'S STORY



WWW.NAIT.CA/BTECH
EDUCATION FOR
THE REAL WORLD



STORY BY
JENNIFER
COCKRALL-KING

PHOTOS BY
JASON NESS

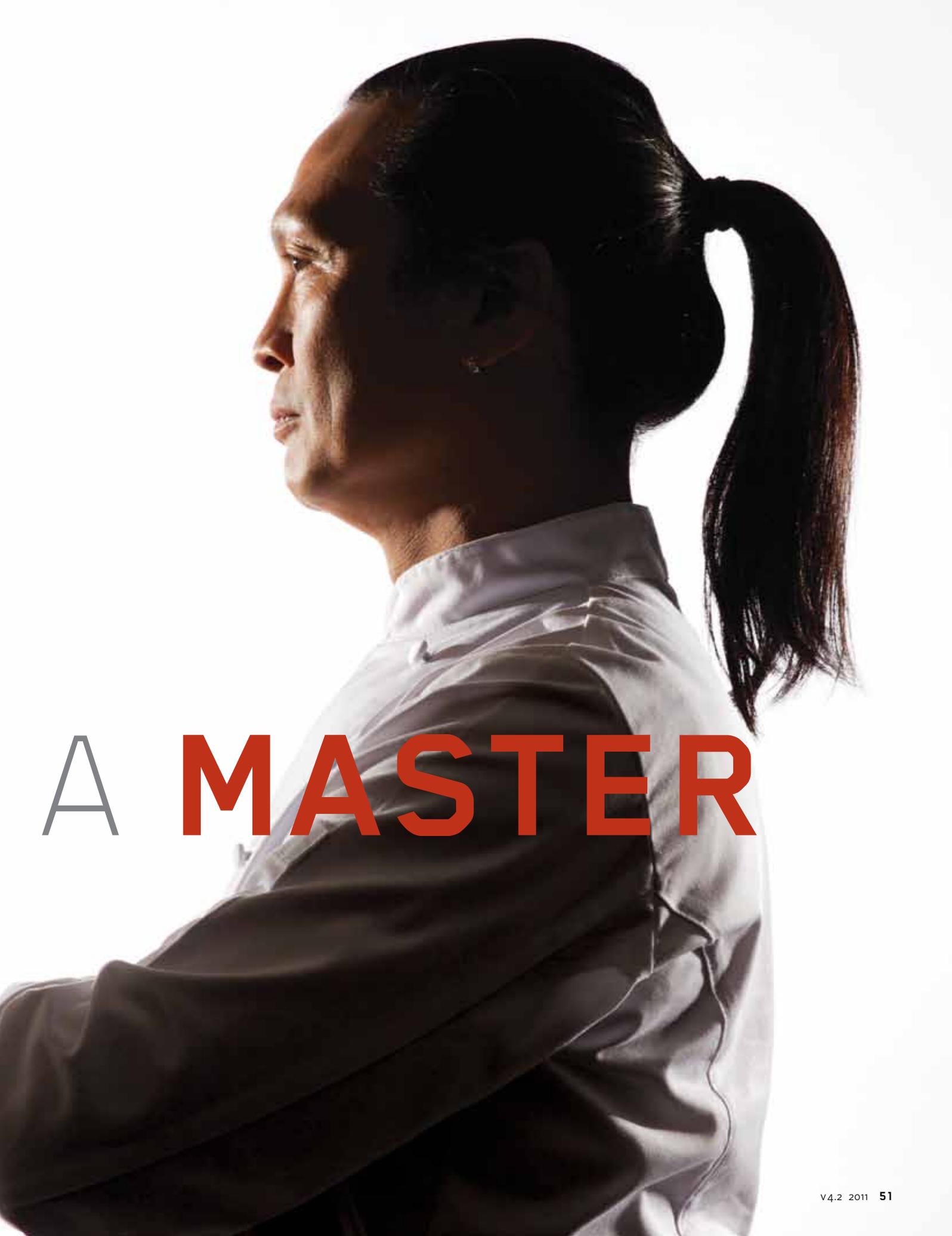
In the age of the larger-than-life celebrity chef, Susur Lee has maintained a master's focus on his craft. During his week as the Hokanson Chef in Residence, the father of Asian fusion imparted his worldly brand of kitchen wisdom with the style and commitment of an artist indifferent to the trappings of fame.

PROFILE OF

“I’M STILL LEARNING,” Susur Lee declares at the start of his two-hour talk and cooking demonstration to 50 eager Culinary Arts students hanging on his every word as he assembles Singaporean slaw salad with salted apricot dressing. Lee is a tall, lean 52-year-old who looks 32 thanks to good genetics, yoga, seriously stylish jeans and running shoes, and his iconic black ponytail.

Lee, who is known around the world merely by first name – Susur, meaning “fine sand” in Chinese – has come to Edmonton for five intensely packed days in March as NAIT’s Hokanson Chef in Residence. He’s arguably Canada’s best-known chef with five restaurants to his name, and legions of fans thanks to a recent turn on *Top Chef Masters*, where he competed against 21 other famous chefs only to lose the final competition to Marcus Samuelsson by a fraction of a point.

But in the NAIT kitchens, there’s no sign of the ego that usually accompanies a chef of his stature. Instead, he seems more concerned with encouraging students to squeeze every last bit of information out of him while they have his undivided attention.



A MASTER



"I don't do this very often, so this is your chance," he prods in his distinctive baritone voice as he deftly slices jicama, carrots, cucumber and pickled onion into perfect julienne strips. "I want to know what's going on out there with young chefs and what you are thinking, too."

"What does it mean to be a master?" asks a student, finally getting up the nerve to voice a question. "That's a great question," Lee reassures. "Knowledge is the most important thing. This means you're very great at all the stations, but that you can also pass this on. That's what being a master is all about."

Lee explains how he began his cooking career as a "pot washer" in a Hong Kong hotel kitchen at the age of 14, but shook up the North American culinary scene with his first restaurant, Lotus, in Toronto, earning him the title of the father of fusion for his signature East-West culinary creations. Now his main job is to travel and learn about new foods and new cultures, to constantly nourish the creativity at his restaurants, Lee and Lee Lounge in Toronto, Zentan in Washington, D.C., Shang in New York and Chinois by Susur Lee in Singapore. He is both student and master, passing along what he learns to his staff.

Soon students are calling out questions, and Lee banters on with them, asking questions about their career plans, where they've travelled, and the places and tastes that inspire them.

At the end of Lee's master class, a cloud of students forms around him. One by one, Lee gamefully throws an arm around each and smiles until the last cellphone photo is taken.

The next morning, in the kitchens behind Ernest's dining room, Lee's demeanour is still relaxed, but definitely less chummy, more serious, more focused. The task at hand is to serve a three-course lunch designed by Lee to 120 guests, including many Edmonton chefs who have come to experience his culinary genius. The 40 Culinary Arts students preparing the lunch might be nervous, but Lee sets the tone with his calming vibe as he clearly directs the several teams responsible for the various components.

Mithalee Rawat, a fourth-semester Culinary Arts student is impressed by the amount of "contemporary detail" in each of Lee's recipes and how well he knows his flavour profiles. "There's a lot of marinating, brining

"KNOWLEDGE IS THE MOST IMPORTANT THING. THIS MEANS YOU'RE VERY GREAT AT ALL THE STATIONS, BUT THAT YOU CAN ALSO PASS THIS ON. THAT'S WHAT BEING A MASTER IS ALL ABOUT."

- SUSUR LEE, HOKANSON CHEF IN RESIDENCE



and fiddling with 10 different components [within one recipe],” she explains. This is a leap forward in complexity for cooks at her level, but Lee makes sure that each step is done precisely and correctly.

Rawat also appreciated Lee’s lesson in how to extract perfect lobster claw meat, a tricky proposition for a cook of any experience level. “He showed us how to do it in one swift move. The efficiency of that technique will stay with me.”

For three solid hours, Lee never stops moving. He glides around the large prep tables in the kitchens, stopping briefly to give clear, concise instructions on how thick to roll out the puff pastry that will form the base of today’s appetizer at one station, how to reduce the sauce at another. His teams of students work at a steady, but never panicked pace.

“Being a chef is not just about cooking,” he explains, “you have to bring your team along.” Learning to communicate effectively in the kitchen, Lee says, is something he has worked hard at over the years. He leads by example. “You have to be patient, peaceful,” not frantic and flustered, no matter the situation. And this is one lesson that is hard to miss from the master.

Some of the puff pastry is undercooked, others are too small. He quickly explains to the student in charge exactly what he expects the second-time around and adds a cheery, “Good luck.” Lee’s words of encouragement exude a calm energy. “Looks good. Keep cooking,” he tells a student standing over the bubbling cumin-scented tomato sauce for the main course.

“He is so relaxed, not at all intimidating in the kitchen. Yet he’s so precise,” remarks fourth-semester

student Becky Christenson who is marinating the main course’s lamb, peeling chickpeas and tying herb bouquets as a garnish for the lamb.

Out in the dining room, the guests are indeed impressed. The Mexican-inspired spicy lobster tart with bonito alerts the taste buds that they are in for a uniquely Susurian experience. A perfectly medium-rare rack of lamb with Middle Eastern accents – such as the chickpea purée, sweet and salty olives, and the smoky cumin tomato sauce – reflects an inspiration acquired on a recent trip to Abu Dhabi. The dessert of an ethereal vanilla panna cotta, with an ultra-sheer, near-transparent slice of pineapple draped over raspberries looks like an exotic flower. The passion fruit sauce that completes it leaves the diners speechless.

Andrew Fung, executive chef at Blackhawk Golf Course, and a graduate of NAIT’s Baking (‘98) and Cook (‘01) programs, has come for lunch to meet his culinary idol. “It’s the details,” Fung says to explain what puts Lee so far ahead of so many other chefs. “He doesn’t take any shortcuts – even in his cookbooks – in his fusion cuisine. Every sauce is made as it should be.” Fung, also originally from Hong Kong, declares his own East-West cooking creativity has been reignited.

By the end of the week, Edmonton will have left Lee with culinary memories as well. As the judge and coach for a “black box” student cooking competition on the last day, Lee is particularly taken with the ingenious fried candied ginger garnish a student adds to her team’s Cornish game hen dish. “Wow, this is really good,” he repeats enthusiastically, proving the point again that a master never stops learning. ■



Under Hokanson Chef in Residence Susur Lee’s guidance, students prepare a five-course dinner (top), which includes a spicy lobster tart appetizer (above).

SUSUR LEE'S

LOBSTER SALAD WITH SAFFRON MAYONNAISE

SERVES 4



LOBSTER SALAD

INGREDIENTS

20 ml (4 tsp) HEAVY WHIPPING CREAM
250 ml (1 cup) CHOPPED COOKED LOBSTER TAIL MEAT (SEE RIGHT)
90 ml (6 tbsp) SAFFRON MAYONNAISE (SEE RIGHT)
10 ml (2 tsp) MINCED SHALLOTS
5 ml (1 tsp) FRESH CHOPPED TARRAGON LEAVES
5 ml (1 tsp) FINELY CHOPPED CHIVES
5 ml (1 tsp) LEMON JUICE
TO TASTE: SEA SALT (FINE)
500 ml (2 cups) VEGETABLE OIL (FOR DEEP-FRYING)
1 LOTUS ROOT, MEDIUM SIZE, FRIED (FOR GARNISH)
10 ml (2 tsp) FLYING FISH ROE (FOR GARNISH; AVAILABLE AT MOST ASIAN MARKETS)
4 PIECES COOKED LOBSTER CLAW MEAT (FOR GARNISH; SEE RIGHT)
4 SLICES FRIED CHORIZO SAUSAGE (FOR GARNISH; AVAILABLE AT MOST MEDITERRANEAN MARKETS)
60 g (2 oz) PEA SHOOTS (REMOVE MOST OF STEM; WASH AND PAT DRY)

METHOD

With whisk, whip cream in stainless steel bowl until soft peaks form. In another bowl, combine chopped cooked lobster tail meat, 30 ml (2 tbsp) saffron mayonnaise, whipped cream, shallots, tarragon, chives, lemon juice and salt. Mix well. Take 4 large 15-ml (1-tbsp) scoops of lobster salad and shape each into an oval by transferring from one spoon to another. Chill ovals in refrigerator on parchment paper until ready to serve.

To prepare lotus root, preheat pot of vegetable oil to 200 C (400 F). Peel lotus root and cut 12 thin slices. Deep-fry for 2 minutes, or until golden and crisp. Remove and dry on paper towel. Lightly salt before serving.

Preheat sauté pan with a very small amount of vegetable oil. Slice chorizo sausage 3-mm (1/8-in) thick on the bias. Sauté 4 pieces until crisp. Set aside on paper towel until ready to serve.

To serve, spoon layer of saffron mayonnaise into the centre of each of 4 plates. Garnish with flying fish roe and cooked claw meat. Top with 3 lotus root slices and ovals of lobster salad. Garnish with thin slice of fried chorizo and pea shoots.

LOBSTER MEAT

METHOD

Use 1 live lobster, 670–900 g (1.5–2 lbs).

In large pot, bring 6.8–9 L (1.5–2 gallons) of water and 30 ml (2 tbsp) of sea salt to a boil. Rinse lobster and plunge into boiling water. Cover pot and decrease heat to a gentle simmer for 8 to 10 minutes or until shell turns red.

Remove lobster from pot and refresh in ice water. Break off claws and remove tail. Without damaging meat, crack claws with back of knife and gently pull meat out whole for use as garnish. Using kitchen shears, cut through underside of tail. Pull meat from shell in one piece.

Chop tail meat into 6–15 mm (1/4–1/2 in) pieces and set aside in refrigerator. A lobster this size will yield approximately 250 ml (1 cup) of chopped tail meat, which is enough for the salad.

SAFFRON MAYONNAISE

MAKES 375 ml (1 1/2 cups)

INGREDIENTS

1 EGG YOLK
2 ml (1/2 tsp) DIJON MUSTARD
250 ml (1 cup) VEGETABLE OIL
15 ml (1 tbsp) WHITE VINEGAR
5 ml (1 tsp) SEA SALT (FINE)
TO TASTE: GROUND WHITE PEPPER
1 ml (1/4 tsp) SAFFRON

METHOD

Stir 1 ml (1/4 tsp) saffron into vinegar. Let steep for 2 to 3 hours.

In mixing bowl, whisk egg yolk and Dijon mustard until well combined. Still whisking, slowly add a trickle of oil. Continue slowly pouring and whisking until oil has been incorporated. Whisk in saffron vinegar and season with salt and pepper. Store the mayonnaise in a covered container in the refrigerator for up to 24 hours.

PEARLS OF KITCHEN WISDOM FROM SUSUR LEE

On staying inspired as a chef

"Travel is very important. Not being afraid to find out how and what the culture eats when you travel." The first thing Lee does when he travels to a new destination is go to the morning local food markets, "no matter what time I go to bed the night before."

On his style of cooking

"I have a very freestyle [way] of seeing food. I like multicultural [cooking], just like Canada. And I love the fact that in Canada we can share all the ingredients in the world and make really beautiful food."

On cooking as a career

"If you stick with it, something great is going to happen. You have to be patient."

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PHOTO BY JASON NESS

win!

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Email your answer to contests@techlifemag.ca by Aug. 1, 2011. Please include your mailing address. We'll draw five names from the correct responses on Aug. 2, 2011. Only the winners will be notified.

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For more information, contact:

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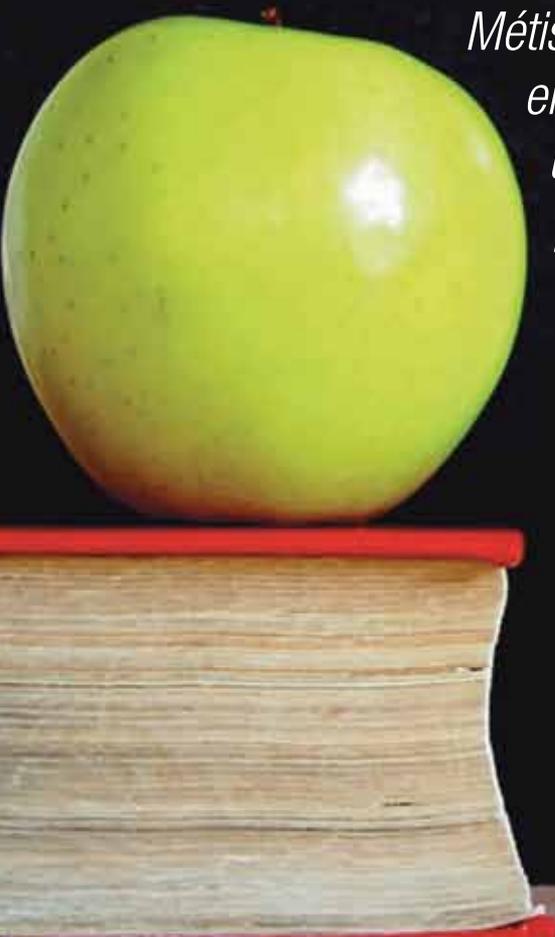
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THE FORECAST IS BRIGHT

Radio and Television grad
Stephanie Barsby on the way the wind blows.

Stephanie Barsby spends her workday predicting the future. As the meteorologist for CBC Edmonton, she tells listeners and viewers what to expect from the weather. But it's been a long road: after graduating from Radio and Television in 2000, she embarked on a country-wide, resumé-building spree, reporting and anchoring for radio and television in places like Medicine Hat, Sudbury and Winnipeg. Recently, she fit in an interview between her weather updates to explain what it takes to be a soothsayer.

— Lindsey Norris

I LEFT EDMONTON FOR EIGHT YEARS TO CONCENTRATE ON MY CAREER, but my dream was to get back, and I thought the best way to do that was to become a meteorologist. So I took Mississippi State's online meteorology program and when I graduated in 2007, I accepted a position with CBC Edmonton.

I MAKE MY OWN FORECASTS. That's the difference between being a meteorologist and a TV "weather presenter"; every map and graphic you see, I've created. I don't rely on forecasts from Environment Canada. It takes about three hours: I have four computers in front of me and I look at factors like temperature, wind, sky condition, precipitation . . .

BEING OUT IN THE COMMUNITY IS AN IMPORTANT PART OF THE JOB. Every day is different: I may be broadcasting from a festival or another event. I really enjoy going into classrooms and talking about the science behind the weather. It's a shining moment in the day.

I'M A SINGLE MOM, and as any working mother will tell you, it's almost impossible to find childcare past 6 p.m. I work until 6:30 p.m. at a minimum. I have a great support network and I'm a true believer in the saying, "it takes a village to raise a child." Probably the hardest thing is giving CBC 110 per cent every day and being a good mom, because you can't do that and be a workaholic. It's a balancing act.

WHY IS THE FORECAST SOMETIMES WRONG? Well, it is not an exact science. In the end, you're trying to predict the future.

THE SKINNY

- **Pay:** \$69,201 (average annual salary)
- **Location:** With few meteorologists in Canada, most urban centres are looking to hire.
- **Work hours:** 40 hours a week, minimum
- **Education requirements:** Meteorology credentials and broadcast experience

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2

ALUMNOTES

Tell us about your life since graduation by posting an Alumnote online and search for updates from your old classmates. Post between June 1 and 24 to be entered in a draw for dinner for two at Ernest's, NAIT's fine dining restaurant. We'll announce the winner on the Alumnotes webpage on June 27.

Visit www.nait.ca/alumnotes.

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3

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4

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5

VOLUNTEER

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AND THE AWARD GOES TO...

Grads, staff and friends of NAIT continue to amass awards and accolades in everything from industry to innovation to athletics. Here are a few recent winners.



PHOTOS BY NAIT STAFF PHOTOGRAPHERS

2

NAIT's 2011 Honorary Bachelor of Technology in Technology Management recipients are **YASMIN JIVRAJ** (top), president and co-owner of Acrodex, and **DR. MARGARET-ANN ARMOUR**, University of Alberta associate dean (diversity) of Science. An entrepreneur and IT professional, Jivraj co-founded Leap Toward the Future, an annual event to encourage young women to enter the IT industry. Armour, an Edmontonian of the Century and a member of the Order of Canada, is a leader in environmentally responsible chemistry. The Honorary Bachelor of Business Administration went to **CLIFFORD GIESE** (Marketing '68), who founded Mr. Lube and BioMS Medical (now Medwell Capital Corp.) as he worked to find a treatment for his wife, Robin (Secretarial and Office Administration '68), who was diagnosed with multiple sclerosis.

3

DEAN VITISIN, KATRINA LEE AND IGOR TETERSKI won the second HATCH competition with their business plan for Triple-i Tracking Technologies, the inventory tracking and asset management company they launched after graduating from NAIT's Bachelor of Technology program in 2010. They won \$20,000 in seed money and one year of office space in novaNAIT's business incubator.



WEB EXTRA

Scan this QR code to read about Vitisin, Lee and Teterski's first few months in business or visit techlifemag.ca/triple-i.htm. Need a QR code reader? See p. 5.

4

After being named 2010 Technologist of the Year by the Association of Science and Engineering Technology Professionals of Alberta, **DEAN TURGEON** (Engineering Design and Drafting Technology '90) received the National Achievement Award from the Canadian Council of Technicians and Technologists. Turgeon is recognized for helping to develop NAIT's Alternative Energy Technology program, as well as for achievements as president and founder of Vital Engineering Corporation, which specializes in geothermal technology.

5

JACK BOND (Business Administration – Accounting '10) took silver in the 66-kilogram division of Greco-Roman wrestling at the 2010 Commonwealth Games in Delhi, India.

1

PURDY WIEBE, NAIT scholarship and bursaries administrator, won the 2010 novaNAIT Technology Commercialization Challenge for her idea to simplify the process of updating your contacts when you move. Wiebe won \$10,000 in novaNAIT business development services.

WHAT'S NEW @ techlifemag.ca

STARTUP SCHOOL

novaNAIT entrepreneur in residence Randy Thompson offers seven tips to get you running your own business

→ techlifemag.ca/startup-tips.htm

SPORTS TALK

Alum Corey Graham, voice of the Edmonton Oil Kings, explains why radio still matters

→ techlifemag.ca/corey-graham.htm

GLORY DAYS

Ex-pro hockey player Dion Darling reinvents himself as a power engineer

→ techlifemag.ca/dion-darling.htm

SHOOTING STAR

Ooks basketball phenom Bol Kong demonstrates the art of the free-throw

→ techlifemag.ca/bol-kong.htm

DERBY GIRL

Alum Celeste Thiesen explains why the rough-and-tumble roller sport lies close to her heart

→ techlifemag.ca/roller-derby.htm

By 1975, there were more than 4,300 full-time students, 6,700 apprentices and 900 staffers at NAIT. The Ditto machine was the duplicating technology of the day and staff perks included discount haircuts by Hairstyling students. Staffers of 35-plus years reflect on changes to campus life and technology.

— Kristen Vernon



DO YOU REMEMBER WHEN?

LINA GIORDANO

*Instructor
Medical Laboratory
Technology*

Started August 1975



THE JOB WAS MANUAL. "When I started, 100 per cent of our slides were examined and we did manual differential counts, where we categorize white blood cells. Now that's all done by an instrument and the only slides we look at are those that are flagged."

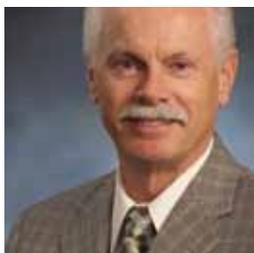
WITH HEALTH-CARE CUTS IN THE '90S, a lot of labs purchased multi-functional analyzers to increase the volume of testing and decrease staff. "I started with a class of 90 students and in the mid-'90s, we went down to a class of 16 students and we're now at 32."

CULINARY STUDENTS SERVED GOURMET MEALS IN A STAFF-ONLY DINING ROOM. "You could come for a seven-course meal and get white-glove service with silverware and crystal for less than \$10 - and that included drinks. And you had to wear a suit jacket and tie."

WAYNE LARSON

*(Business
Administration -
Accounting '69)
Instructor
Digital Media and IT*

Started August 1975



TECHNOLOGY ALWAYS MADE THE JOB EASIER. "When the multiple choice scanner was brought in, of course that was met with great celebration . . . There were only a few in the school and we did have some other programs find out about it and they would want to use it."

BEFORE THE PHOTOCOPIER, THERE WAS THE DITTO MACHINE. The exam "would be on carbon-loaded paper, and you would run that into the machine and then you would crank the handle . . . and (the exams) would come out in bluish ink. The machine had to be loaded with this fluid that if you inhaled enough of it, you could get high."

LARSON ESTIMATES HE'S TAUGHT 7,500 STUDENTS. "They help keep me young."

JACKIE SAYERS

*Lending Services
Assistant
McNally Library*

*Started
September 1973*



YOU KNEW MORE PEOPLE. "President (George) Carter used to make a point of knowing everybody's name. He would walk down the hall and say, 'Good morning Jackie. How are you?' Well, everything is so big now."

THERE WERE MENS' AND LADIES' HAIRSTYLING PROGRAMS. "We would go on our noon hour to get our hair done. It was very reasonable." Students in the hairstyling programs, which closed in 1991 after 27 years, practised on staff. In 1982, a shave cost 40 cents, a haircut - \$1, a perm - \$6 and frosting - \$4.50.

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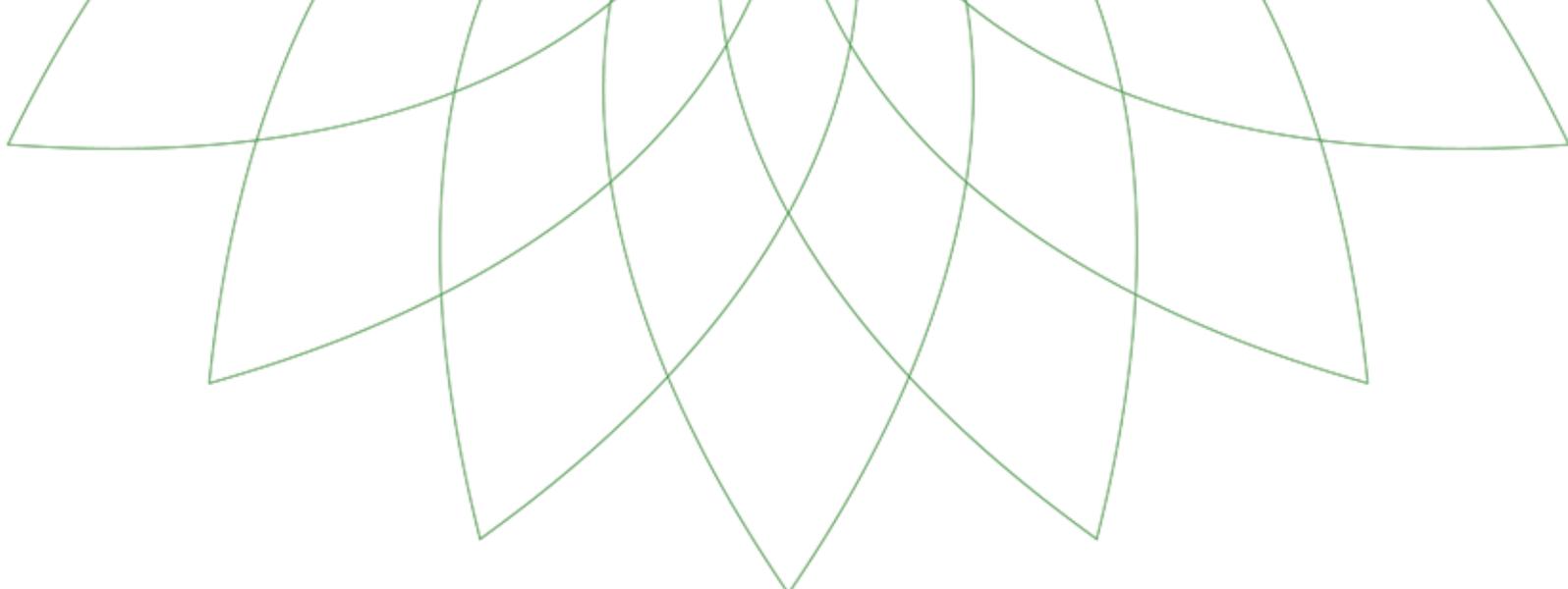
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