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## Message from the Dean



This past academic year has seen several changes in the Chiu School of Business (CSB). Because of continuing growth (18% this past fall), we have reorganized the CSB into two areas: Business programs and Administration programs. This restructuring will allow the CSB to continue to grow and provide innovative programs to our students in an effective and efficient manner.

We have also implemented a Lean Management review of all our administrative processes. Spearheaded by a yellow belt team of CSB administrators and support staff, the first lean project is a review of the course scheduling process in collaboration with the Registrar's Office.

Additionally, we have finished the program review of the Health Administration certificates and will shortly begin a process to develop an Integrated Health Administration certificate that combines all four certificates into a single entity with multiple specializations. This will allow students to pursue multiple areas of interest without having to switch programs mid-stream.

Finally, we are well into the development of a University Transfer pathway in collaboration with the University of Calgary, Mount Royal University, and Athabasca University. This will provide a seamless path for students wishing to continue their education into a degree program. University Transfer also provides us the opportunity to work closely with other areas of the college to develop a broader range of humanities and social science courses.

Dr. David Allwright  
Dean, Chiu School of Business

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## The magnitude of experiencing Japan



This is the third year our students have travelled to Japan, and the itinerary included stops in Tokyo, Nagoya, Kyoto, Hiroshima, and Osaka. However, last-minute changes were required to the schedule as a result of an earthquake on their second day.

This was the largest earthquake to hit Osaka in 20 years and businesses and schools were closed for several days following. Many of our 14 students had never experienced an earthquake and this natural disaster became part of the learning experience.

The international excursion for 14 days had students develop international competencies through cultural and language classes at the University, business tours, and student-hosted excursion to cultural sites. Their advice to students taking this course in the future: pack lightly, bring good shoes for walking, and don't lose your transit pass!

## First graduate from the new Supply Chain Management Major



Octavio Gonzalez Lopez boasts that Venezuela has the most beautiful beaches in the world. Despite its scenic shoreline, Venezuela also has one of the worst performing economies among countries that are not at war. Inflation continues to skyrocket, forcing the majority of the population into poverty. Caracas, the largest city in Venezuela, has become extremely violent and organized crime has prospered. “Express kidnapping” is a thriving and lucrative activity for making quick cash. As a business owner, Octavio was a prime target. Not once, but twice, Octavio fought off attempted kidnappings. He fled, taking his family to Canada.

**“I would have never imagined leaving my country. I was operating my own business and I had bought a small farm six months before coming to Calgary,” says Octavio. “You cannot lose sight of what motivates you – whether it is faith, family, or safety.”**

Octavio graduated with a Mechanical Engineering Degree in his early 20’s in Venezuela and started a mechanical engineering company that operated for 15 years in Caracas. Coming to Calgary and returning to school in his late 30’s was challenging. He recalls writing his first ever, multiple choice exam at Bow Valley College thinking it was going to be easy. “I was wrong,”

laughs Octavio. “You might be aware of the answer, but you need to absolutely know the answer and also know what it is not.”

Octavio researched several programs before deciding on the Supply Chain Management industry. He wanted to build upon his previous experience and choose a program that would offer him a progressive career in the Canadian market. His discovery, that Calgary is a major distributions hub, helped make his decision. In June 2018, Octavio graduated as the first student to complete all the Supply Chain Management courses in the Business Administration Diploma.

“The College helped me enhance my management skills and abilities to be more attractive to companies that were hiring,” states Octavio. “I love working for one of the largest retail companies in the world.” He was hired just five days after graduation as a Fulfillment Manager. Octavio says that timing is important, “my story is about working hard, leading by example, and having the right attitude.”

Octavio also recognizes that his life in Canada has taught him to be more understanding. The diversity in Calgary is something he had not experienced in Venezuela. “I realized that people do not think like I do,” admits Octavio. “I am a tough guy and try to make my point. That doesn’t work here because people have different points of view. I am always learning, and that is a good thing.”

## Who's who in the Chiu School of Business

In an effort to highlight all the individuals who contribute to the success of the Chiu School of Business, this is our first group featured in Who's who in the Chiu School of Business. Our full-time faculty are committed to the quality of our students' learning while creating a positive educational experience. Read more at [bowvalleycollege.ca/schools/chiu-school-of-business](http://bowvalleycollege.ca/schools/chiu-school-of-business).



Andre Lambrinoudis  
Business Administration



Angelina Kahn  
Health Administration



Bart Chudleigh  
Business Administration



Brenda Cameron  
Business Communication  
Lead



Celine Provost  
Health Administration



Crystal Samela  
Business Administration



Darius Delon  
Insurance & Risk  
Management Lead



Dixie Heron  
Dental Business  
Assistant Lead



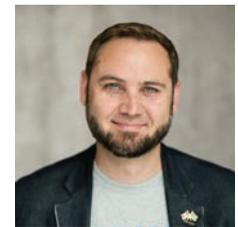
Gurpreet Bhatia  
Business Administration



Haideh Farahmand  
Supply Chain  
Management Lead



Heather Martin  
Business Administration



Jason Kingsley  
Event Management  
Lead



Jeff Kawalilak  
Business Administration



Kate Pymont  
Veterinary Office  
Assistant Lead



Kerry Sharples  
Health Administration



Kristine M. Jeffels  
Legal Assistant Lead



Landis Jackson  
Human Resources Lead



Lindsey Marofke  
Accounting Lead



Lorraine Dalen  
Administrative  
Professional Lead



Luzimar Serviss  
Business Administration



Maria Teresa Hill  
Medical Office Assistant  
Lead



Placida Dassanayake  
Business Administration



Rachel Taylor-Evans  
Marketing/Digital  
Marketing Lead



Raj Brar  
Financial Services Lead



Stephanie Price  
Hospital Unit Clerk Lead



Trevor McIvor  
Business Administration



Wayne Lang  
Business Administration

## Taking a risk for a fresh start

"I love learning and I appreciate that the College has changed this for me," says Trinh. "I didn't have high hopes for my future and I felt that I was a burden to my family." With poor academic grades, Trinh Tran was constantly at the bottom of her class list in her Vietnam high school. Coming to Bow Valley College has helped her regain her academic confidence and a career she never imagined.

Trinh graduated in 2013 with a Business Administration Diploma, Risk Management Major (now renamed to the Insurance and Risk Management Major) after completing the International ELL program at the College. A lack of self-confidence and the culture barrier were difficult for her to overcome. "In Vietnam, you listen and don't talk in class or to the teacher," stated Trinh. "At Bow Valley College, the instructors were interactive during class and this was completely different for me." Trinh utilized the College resources, including the instructors, and she achieved top marks in the program. "They helped me get where I am today."

With her new found confidence, choosing this major was another bold move as her family encouraged her

to take Accounting. Trinh has been working for five years with the Calgary Board of Education. Her current role as a Risk Analyst oversees 250 schools with more than 122,000 students and 16,000 staff members. She is also an active member on the College's Advisory Board Committee for this major and chair of the Education Committee on the Southern Alberta Insurance and Risk Management Society. "I am continuing my studies as well with an online MBA through Heriot Watt University that will provide me with further opportunities in my career," says Trinh.

Designations for insurance professionals also provide a national standard for professionalism and technical expertise. Trinh completed the Canadian Risk Management (CRM) Certification after graduation and she is pleased that this designation and the the Chartered Insurance Professional (CIP) designation are now integrated into the Insurance and Risk Management Major. Students write the CRM exams as part of the program, as well, students write 7 of the 10 Insurance Institute of Canada final examinations that count towards the CIP designation. "This is a great profession, and students graduating from this program will have exciting career opportunities," says Trinh.

**"I didn't have high hopes for my future and I felt I was a burden to my family. The College has changed my life."**

Trinh Tran, 2013 graduate



### **Diploma Programs**

Business Administration Diploma with majors in:

Accounting | Digital Marketing | Event Management | Financial Services | General Business  
Human Resources | Insurance and Risk Management | Marketing | Supply Chain Management  
Legal Assistant Diploma

### **Certificate Programs**

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Hospital Unit Clerk | Human Resources | Medical Office Assistant | Veterinary Office Assistant

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