



INSTITUTE *for* EVIDENCE-BASED CHANGE
Informing Decisions · Improving Practice · Increasing Student Success

Creating a Caring Campus

The Institute for Evidence-Based Change (IEBC) is pleased to partner with the California Community College Chancellor's Office (CCCCO) for regional implementation of *Caring Campuses* to heighten implementation of the *Vision for Success* and increase classified staff student engagement.

California Community Colleges are deeply invested in the *Vision for Success*, which is requiring necessary changes in the structure and practice of how they engage with students.

Colleges need to involve classified staff more intentionally if the Vision for Success is to be realized.

IEBC's *Caring Campus* utilizes a coaching model to ensure the deep involvement of classified staff in student success. A coach instructs in the fundamentals and directs strategy. Accordingly, IEBC's *Caring Campus* coaches instruct classified staff about the fundamentals of what can be done to increase student connectedness to the college, which leads to increases in student engagement and success. We also help student services and operational departments to develop a strategy, grounded in commitments, that they can easily implement campus-wide.

The core benefit of this work is making a connection with students, many of whom have not had an adult who has cared about them before; and certainly not in an educational system. This connection cannot be underestimated. As documented by Tinto in his seminal work on engagement *Leaving College* (1993), students leave because they do not feel connected to the institution; but this can be successfully addressed.

The *Caring Campus* also integrates classified staff with the work of the faculty in support of student success legislation and initiatives, thus creating a true partnership among colleagues. This collegial partnership also is an essential aspect of the CCCCCO's *Vision for Success*.

IEBC's coaching model helps to boost the *Vision for Success* by creating a *Caring Campus* that includes all staff. As California's community colleges focus on systemic changes to improve student success, it is essential that all aspects of the student experience support these efforts. Research indicates that student support staff and other classified employees on campus can contribute considerably to enhancing student connectedness, thereby increasing the likelihood students will attain their educational goals. Colleges can be more confident in their student success efforts with IEBC's *Caring Campus* in action.