

# Creating Caring Campuses: The Process

The Caring Campus process provides new support for staff involvement in student success efforts. The five parts of Caring Campus work are: an introductory webinar, kickoff event, on-site coaching visits, ongoing support and a final webinar.



## *Introductory Webinar*

This overview of the process introduces the Caring Campus initiative. [View an introductory webinar](#) presented in California recently.

## *Kickoff Event*

This event is oriented to the college, or a region's local colleges, and district administrators and leadership from student services, academic divisions and operational departments. The agenda includes an overview of *Caring Campus*, the impact of staff on student success, and the development of enhanced staff/student engagement strategies. Participants begin a process mapping task that identifies the points at which staff come into contact with students during their academic careers.

## *On-Site Coaching Visits*

Following the kickoff event, IEBC coaches visit each campus three times. Staff from all non-academic departments and divisions are invited to attend as well as others as the college may decide. At the first coaching session, staff are oriented to the Caring Campus initiative and complete the process mapping begun by leadership at the kickoff and identify the behavioral commitments they will make regarding interacting with students and strengthening their connection to the college. At the second session, staff finalize the behavioral commitments and create their implementation plans. At the third session, college and district teams create communication and monitoring plans for their campus.

## *Ongoing Support*

Staff work between meetings to finalize commitments and plans. Throughout the process, IEBC coaches are on-call to respond to questions and troubleshoot obstacles via telephone, email and internet.

## *Final Webinar*

IEBC develops and conducts a final webinar to which all staff and leadership have contributed and are invited. Webinar topics include culture change and sustainability as well as a celebration.