

# PROVIDING STUDENT SUPPORT SERVICES IN EXTRAORDINARY TIMES: A CARING CAMPUS APPROACH

Supporting the Professional Staff  
June 25, 2020

# Today's Presenters



**Brad Phillips**  
CEO/President  
IEBC



**Jordan Horowitz**  
Chief Operating  
Officer  
IEBC

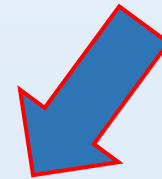


**Julianna Barnes**  
President  
Cuyamaca College

# Working Together in Zoom

You will be muted throughout the webinar.

Use the *Chat* function to ask a question. We will monitor the chat for common themes and answer questions at the end.



Mute



Stop Video



Invite



Participants



Share



Chat



Record

Leave Meeting

# Today's Agenda

- **Caring Campus overview**
- **Assumptions about colleges in a virtual environment**
- **Some considerations for working virtually**
- **General behavioral commitments**
- **Six behavioral commitments**
- **Upcoming from IEBC**
- **Questions & Answers**



# IEBC's Caring Campus

- Grounded in research
- Focus is on professional staff
- Leadership at the cabinet and department levels support staff implementation campus-wide
- Buttresses other student success initiatives
- Low resource demands
- Employs a unique coaching facilitation model
- Currently in 56 colleges around the U.S.



Caring Campus

# Assumptions

**We assume that the college has the ability to forward calls to staff members at home. We also assume that professional staff:**

- are working from home most, if not all, of the time;**
- are at least connected by telephone, either a land line or mobile phone;**
- are in contact with their supervisors and other staff members;**
- have access to a computer and internet some of the time at home;**
- will likely have distractions and responsibilities working from home, such as children who are home from school, family responsibilities during this crisis, and other issues that may take them away during regular business hours; and**
- are willing, able, and want to continue to work with and serve students.**

# Some Considerations for Working Virtually

- The tools educators use to connect create issues of their own
- Professional staff have concerns when working from home that can add stress to their work tasks
- Professional staff might not have access to everything they need and are used to having in their workspace such as supplies, documents, and resources at their fingertips.



# Some General Behavioral Commitments

- Listen attentively
- Overcome the need to fix a problem
- Follow through





# Behavioral Commitment 1: College president holds weekly open chat sessions with the college staff



**Julianna Barnes, President**



# Virtual Hall Chats



## Virtual Hall Chats with President Julianna Barnes

### JUNE VIRTUAL HALL CHAT TIMES:

TUESDAYS, 4:30-5:00 P.M.  
WEDNESDAYS, 9:00-9:30 A.M.

**Click here to RSVP**  
(<https://forms.gle/EUYRNh7fuSD8qAvR9>)

Meet President Julianna Barnes for an informal, one-on-one virtual "hall" chat. Chats will be scheduled in 10-minute windows of time which you could use to say hello, ask questions, or share your thoughts and suggestions. RSVP at the link above and Valeri Wilson will contact you to schedule your specific day and time. Please contact Valeri at [valeri.wilson@gcccd.edu](mailto:valeri.wilson@gcccd.edu) with any questions.



# Creating a successful, casual chat



- Set varied times, but be flexible
- Be open
- Send announcements (and reminders)
- Use the zoom wait room feature
- Follow-up afterwards
- Enjoy the interaction!

# Building connections

“Thank you for the hall chat! I really enjoy the time visiting with you. This past weekend I finally had the chance to watch the Michelle Obama book tour documentary. It highlighted her ability to connect personally and electronically with both huge arenas and one-to-one with individuals . I think you have the same gift.”

With thanks and joy

# Behavioral Commitment 2: Vice presidents set clear expectations of supervisors

- ✓ Model your expectation that supervisors will be supportive of staff
- ✓ Provide suggestions for how and how often supervisors are expected to communicate with staff
- ✓ Help supervisors to support professional staff activities and needs





# Behavioral Commitment 3: Supervisor check-ins with each staff member

- ✓ Take some time to check in with staff members on each and every call about their well-being
- ✓ Be sensitive to the many demands placed on professionals working from home
- ✓ Express what you expect individual professional staff to accomplish and do so in a supportive way
- ✓ Let staff know that you understand their home environment is very different from the office environment; and so is yours



# Behavioral Commitment 4: Regular staff meetings

- Should not be voice only
- At least weekly at a regular time so team members can schedule them into their lives
- Begin with a quick round-robin of check-ins on the well-being of one another
- Encourage an optimistic frame by asking staff to share some positive activity



# Behavioral Commitment 4: Regular staff meetings

- Provide any college-wide messages, followed by department-specific issues, changes in policy and/or practice, to be shared and discussed
- Ask your team if there are any common issues they're hearing from students for which they'd like to develop a unified response
- Remember to ask about work challenges
- Lighten up the meeting with a theme





# Behavioral Commitment 5: Professional staff colleague-to-colleague connections

- Encourage staff to check in with at least one other colleague each day
- Helps share the burden of support
- Ideally, should take place either at the beginning or at the end of the day
- A buddy system or round-robin schedule ensures each professional staff member gets contacted every day



# Behavioral Commitment 6: Professional staff engage in self-care

- Our physical well-being has an influence on our mental and emotional well-being
- Monitor exercise and food intake
- Take some time every day to reflect on how you have made a difference in students' lives
- Stretch, take a walk, exercise; move your body at least once every two hours
- Take some time away from their tasks if feeling overwhelmed or unable to focus



# Behavioral Commitment 6: Professional staff engage in self-care

Batman After Quarantine...



# Behavioral Commitment 6: Professional staff engage in self-care

- Our physical well-being has an influence on our mental and emotional well-being
- Monitor exercise and food intake
- Take some time every day to reflect on how you have made a difference in students' lives
- Stretch, take a walk, exercise; move your body at least once every two hours
- Take some time away from their tasks if feeling overwhelmed or unable to focus



# Coming Soon

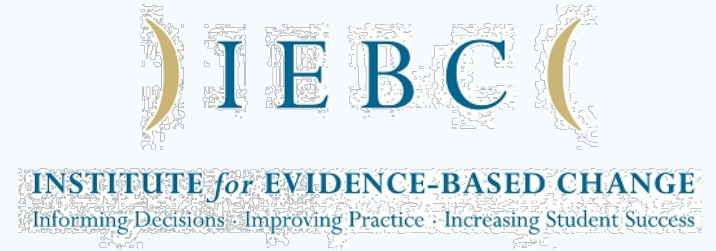
***Guide Three* will provide behaviors that address student equity issues**

**This webinar will be available on our website [www.iebcnow.org](http://www.iebcnow.org)**

**Also, look for our upcoming newsletter**



# Contact Information



**Brad Phillips, CEO/President, IEBC:**

**[bphillips@iebcnow.org](mailto:bphillips@iebcnow.org) 619-252-8503**

**Jordan Horowitz, COO, IEBC:**

**[jhorowitz@iebcnow.org](mailto:jhorowitz@iebcnow.org) 562-743-7920**

**Janet Nowell, Admin. Manager, IEBC:**

**[jnowell@iebcnow.org](mailto:jnowell@iebcnow.org) 619-933-7489**

**[www.iebcnow.org](http://www.iebcnow.org)**



# Questions

