



# **Caring Campus Liaisons Roundtable *Caring During COVID***

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# Setting the Stage

When a flower doesn't bloom, you  
fix the environment in which it  
grows, not the flower.

- Alexander Den Heijer



# Caring was essential now more than ever

- The campus recognized the value a focus of care especially during the pandemic
- People felt disconnected
- Conducted a student withdrawal survey (5429 students)
- Focused on goals and activities based on what our students and the college were experiencing during COVID
- Shaped projects based on our students' situation and what they needed.



# Caring was essential now more than ever





# Campus Directory

- Developed a directory because of our remote environment
- Students needed something that would allow them to connect to the right resource or service.
- Needed to be user friendly and accessible



# Campus Police

- The police was one of the few departments that stayed on campus. They were often the first if not the only contact for students on campus.
- The Chief of Police had a vision that aligned with Caring Campus.
- Redefine the police image and roll for students

*“We have to be different  
to make a difference.”*

- Chief Don Muller

# Outcomes

Since the Caring Campus Workgroup convened in February 2021, the following efforts have been finalized:

- **Slogan, Logo** – designed by the Public Affairs team to brand Caring Campus!
- **Support Materials, Toolkit, & Website** – also designed by Public Affairs team to serve as a resource for campus partners to incorporate into their websites and onboarding materials. (Our Police Chief is an amazing ambassador).
- **Functional Resource Directory** – a tool for facilitating warm handoffs and memorable referrals for students.
- **Top-5 Guide** – a resource for all employees to maintain a helpful, campus-wide knowledge base, regardless of what department they work in.

# Caring Campus Swag





# Lessons Learned

- **Our focus is on shifting our culture** – not just implementing another initiative.
- **Our efforts should engage the broader community (beyond the workgroup)** – faculty, staff, hourly employees, and students.
- **Updates are valuable along the way** – presentations at Falcon Day and to Campus Managers, Academic Senate, Classified employees, Coordinating Council, and Board of Trustees.
- **Important to incorporate Caring Campus principles in our onboarding process for employees and students** - (e.g. position announcements, new employee swag, and orientation).
- **Work starts at the top** – regular meetings with our Executive Council members.

# Caring Campus at Riverside City College

Supporting Engagement:  
Before, during, and after COVID

April 28, 2022

Where Tradition *Brightens* Tomorrow

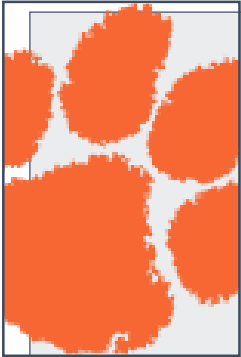
# RCC Caring Campus...in the beginning



[Video Link](#)

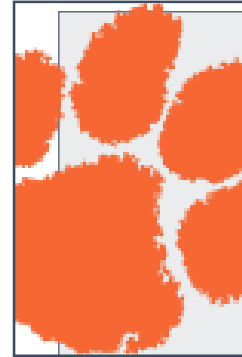
Caring Campus supports the classified professionals at Riverside City College in their work to create a lasting and positive organizational culture by promoting diverse, equitable, and inclusive strategies that empower students as they work to accomplish their academic, career, and personal goals.

# Early Accomplishments



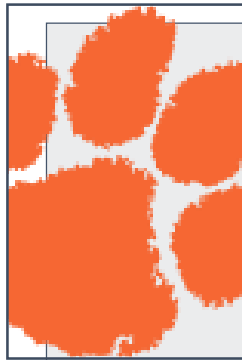
December 2018

- Participated in IEBC Coaching sessions
- Created Caring Campus Ambassadors group
- Established a structural identity
- Secured administrative sponsorship



2019

- Implemented first behavioral commitment
- Created mission, vision, value statements
- Facilitated Caring Campus info session and launch during CSEW
- Sponsored Accreditation Lunch and Learn



Early 2020

- Began developing referral card program
- Integrated into new employee onboarding program



**CARING CAMPUS**

# Then...COVID



## Challenges to continued engagement:

- Disconnection from colleagues
- Unknown resources
- Fear



**CARING CAMPUS**



# Engagement Strategies During Covid

- Checked in with colleagues first month of remote work
- Established Water Cooler Wednesdays
- Began developing shared resources via Teams site
- Continued monthly meetings virtually



# Re-creating Connections



- May 2021, coordinated a virtual check-in prior to the return to campus
- Launched the “We Care” campaign welcoming back colleagues
- Lunch on the Lawn series to recreate community
- Facilitating a campus tour during Classified School Employees Week
- Recommitting to our behavioral commitments

# Lessons Learned

- Try to get to know the unique needs of your professional staff
- Don't underestimate the power of connection
- Find opportunities to recreate community

# Natalie Halsell

Coordinator, Professional Development

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(951) 222 - 8900





# MendoCares

A Caring Campus initiative at Mendocino College

Ulises Velasco  
Vice President of Student Services





## The MendoCares Leadership Team.

Yasmin  
Muniz

Isabel  
Lopez

Mayra  
Sanchez

Tony  
Novelli

Susan  
Sopp

Jeana  
Thompson

Janet  
Jones

Kelly  
Keyes

Betsy  
Helms

Malissa  
Donegan

Lisa Caito

Jennifer  
Justice

CJ Olson

Juvenal  
Vasquez

Jessica  
Sanchez

Monica  
Whipple



During the pandemic, the MendoCares team implemented the following:

1. Virtual Departmental Open Houses
2. Branded Lanyards with ID Holders
3. New Magnetized Name Tags
4. Warm Referrals
5. Smiling During Phone Calls
6. Quarterly Newsletters





An initiative of the Mendocino College Classified Professionals

ISSUE NO 3 | SEPTEMBER 2021

*Students go where they feel welcome  
and stay where they feel cared for.*  
—IEBC Caring Campus motto

### We are back!

MendoCares Team is excited to see students, staff, and faculty walking around campus and in the hallways this semester. We are really happy to see you wearing your redesigned name tags and lanyards, which makes us approachable and identifiable for students and the community.

If you have not requested a new name tag, please make sure to complete the form in the link below;

[Request a New Name Tag](#)

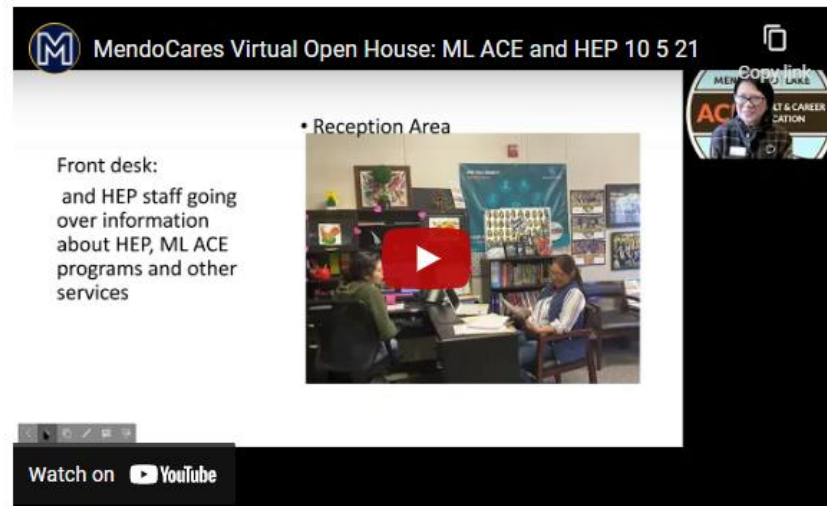
The MendoCares Team began sending a Quarterly Newsletter to keep all Mendocino College employees

Newsletters include:

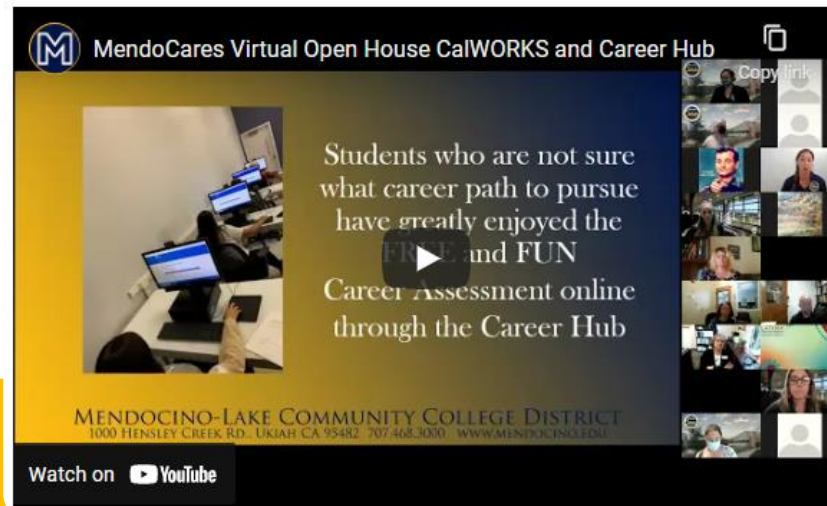
- Links to order name tags
- Information on Virtual Departmental Open Houses
- Student Stories
- “Caught in the Act of Caring”
- & many more topics



[MendoCares Virtual Open House: ML ACE and HEP 10.5.21](#)



[MendoCares Virtual Open House CalWORKS and Career Hub 9.21.21](#)



# Virtual Departmental Open Houses

- So far, 9 departments have been featured
- Open houses are done through Zoom
- Regular attendance of approximately 50 people
- Recordings are made available on the MendoCares webpage



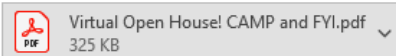
# Campus Wide Emails

## Virtual Open House CAMP and FYI



Yasmin Muniz  
To Mendo Cares

i You replied to this message on 10/26/2021 8:43 AM.  
If there are problems with how this message is displayed, click here to view it in a web browser.



Good Morning,

There has been a slight change to our next virtual open house, the department presentations will be College Assistance Migrant Program (CAMP) & First Year Institute (FYI). We hope to see you on **November 2, 2021, from 1:30 pm-2:00 pm**

Please see the new attachment to the invitation in this email.

I am including the zoom link below.  
<https://cccconfer.zoom.us/j/98016190535#success>

Thank you,

*Yasmin Muniz*  
Financial Aid Technician  
Mendo Cares Lead  
707.468.3170  
[ymuniz2@mendocino.edu](mailto:ymuniz2@mendocino.edu)



Reply

**YOU'RE INVITED TO A**  
**VIRTUAL OPEN HOUSE!**

**College Assistance Migrant Program (CAMP) & First Year Institute (FYI)**

**NOV. 2 • 1:30PM- 2:00PM**

**CLICK HERE**  
ZOOM MEETING  
[HTTPS://CCCCONFER.ZOOM.US/J/98016190535](https://cccconfer.zoom.us/j/98016190535)





As we transition to more on-campus instruction and student support, we appreciate the entire Mendocino College Team's effort in achieving our goals of creating a supportive campus environment for students to feel welcomed and comfortable.

**[mendocares@mendocino.edu](mailto:mendocares@mendocino.edu)**



**Skyline**  
COLLEGE

## Engaging Our Broader College Community

Jeremy Evangelista-Ramos, Outreach & Student Recruitment  
Martin Marquez, Dream Center  
Kennya Ruiz, Language Arts Division  
Chris Gibson, Dean of Language Arts





# Who is Involved in Caring Campus?



# Skyline College's Caring Campus Team

## President's Office

- Administrative Services
- Vice President of Instruction
- Vice President of Student Services
- Planning, Research, and Institutional Effectiveness
- Marketing, Communications, and Public Relations

## Instruction

- Academic Support and Learning Technologies
  - The Learning Commons
- Global Learning Programs and Services
  - International Student Program
  - Study Abroad
- Business, Education, and Professional Programs
  - Automotive
  - Cosmetology
- Kinesiology, Athletics and Dance
- Science, Technology, Engineering and Math
  - Stem Center
- Language Arts
  - Middle College
- Strategic Partnerships and Workforce Developments
  - Career Readiness & Job Placement
  - Dual Enrollment
- Social Science/Creative Arts
  - Project Change

## Student Services

- Counseling
  - DREAM Center
  - Promise Scholars
  - Student Life
  - SparkPoint
- Enrollment Services
  - Financial Aid
  - Outreach
- Student Equity and Support Programs
  - TRIO

## Facilities Planning & Operations



# Communication/Implementation Plans for Caring Campus

## Phase I:

Caring Campus Team – Summer 2020 Professional Development

- 32 Professional Staff Members

Caring Campus Joint Session – August 12, 2020

- Caring Campus and Leadership Teams

## Phase II:

3 Communication Groups - Fall 2020

- Website
- Presentation
- Informational Video

Skyline College Implementation – Spring 2021

- Caring Campus Team + Skyline College!





# Chris Gibson

Dean of Language Arts





# Caring Campus College Website

<https://skylinecollege.edu/caringcampus/index.php>



# Presentations



*Developing a Culture of Meaningful Connections with Students*

- Flex Days
- President's Council
- Professional Staff (Classified) Senate
- Division Meetings (Instructional and Student Services)
  - Student Equity and Support Services (SESP)
  - Counseling
  - Enrollment Services
  - Language Arts, Business, Education and Professional Programs (BEPP), Social Sciences and Creative Arts, Science, Technology, Engineering and Mathematics (STEM), Kinesiology, Athletics and Dance (KAD), Academic Support & Learning Technologies (ASLT), Strategic Partnerships and Workforce Development, Global Learning Programs & Services (GLPS)
- <https://www.youtube.com/watch?v=TxCB49beyal&t=1s>