Caring Campus Liaisons Roundtable
Caring During COVID
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
• 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
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

CERRITOS COLLEGE CARES
Every student. Every time. We care.
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
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.

[Video Link]
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
Challenges to continued engagement:

• Disconnection from colleagues
• Unknown resources
• Fear
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
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CARING CAMPUS
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
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
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
Virtual Open House CAMP and FYI

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@mendo.edu
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
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
- Counseling
- Enrollment Services
- Student Equity and Support Programs
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!
Caring Campus
College Website

https://skylinecollege.edu/caringcampus/index.php
Presentations

- 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