Caring Campus

Newsletter

EL CAMINO COLLEGE

CARING CAMPUS

Are We *Really* Doing It? by Gema Perez

The researcher, like a potential student, combed through El Camino's website with some success, but when they could not find the answer or needed to edit/fix an issue. In this instance, adding a taxpayer identification number (TIN)/social security number (SSN). They filled out the Formstack to add their SSN, but they were stuck and unable to register for courses. The researcher called and left voicemails and sent many emails, but has yet to get a returned call. This part of the report is interesting as it points to many failures in the process that could easily be fixed by testing and timely management of the Formstack. As we close this article, the researcher underscored that the lack of staff response is very noticeable, but easily fixable - picking up the phone and checking in on form submissions. Is it really that simple?

This past November, staff that are part of the Caring Campus committee went to the first Caring Campus conference. There were many schools in attendance at different levels of implementation, and some that sent representatives to scout if Caring Campus was the right vehicle for them. What became evident, and what we didn't expect, was we are implementing Caring Campus as best we can. It also was clear what Caring Campus is: It is a framework for school employees to offer care and customer service to students and create a collaborative community within each employee type, and when possible, between all campus employees. This means that we must not only be of service to the students, but also our colleagues.

All campuses that implemented the Caring Campus framework have followed the basic implementation model: name badges, behavioral commitments, and warm handoff guides. They also have their own versions of the videos we created. (Have you seen our videos?) What was also clear was that many of these schools are shifting how Caring Campus is being institutionalized because many staff expressed burn-out, and others want to reach more people who are in the online environment. In the end, we are working at a school where we depend on each other to offer good service to each other and students.

In the next and last part of this article, we will tie it all together, and answer these three questions:
- What are we doing right?
- Where are we missing the mark?
- What can we do to improve?

MEETINGS

Committee meets from 10 to 11am in LIB 202 on the 4th Thursday of every month.

PART OF ECC EVOLVE

This newsletter focuses on the Classified Staff cohort which is part of ECC EVOLVE.

WHAT IS CARING CAMPUS?

Caring Campus is a data-backed approach to serving students that El Camino College has implemented to make everyone feel welcomed and supported all across campus.

CARING CHAMPIONS!

Applauding Warrior PRIDE has been rebranded as "Recognize a CARING CHAMPION." Nominate El Camino employees who provide exemplary service to students or fellow employees using the new submission form.

NAME BADGES

If you need a name badge or you've lost your name badge, submit a name badge request form.

Name Badge Request Form

Caring Champions

Several employees were recognized for going above and beyond to provide exemplary service to students and fellow colleagues. The Caring Champions recognized last month included:

- ❖ Aaron Sargent
- ❖ Michael Suyehiro

Power User Workshop Series!

Caring Campus will be collaborating with the Colleague Improvement Group (CIG) to offer a series of workshops on applications that are available for staff. The workshops will be short 30-minute presentations hosted by power users.

While workshops won't be recorded, they will be offered several times to allow staff multiple opportunities to attend. The first set of workshops will be offered in January alongside PD Power Up month sessions, and they'll repeat during the afternoon on PD Day, and again during classified PD/appreciation week.

Workshop topics, descriptions, presenters, and dates for the January sessions are included below:

Utilizing Outlook Tools
Learn about tools in Outlook Mail to save time and streamline daily tasks.
Presenter: Dr. Crystle Martin
Date: Tues., Jan. 13th @ 10 a.m.

Data Governance
Learn what data governance is and how it applies to your day-to-day work.
Presenter: Dr. Crystle Martin
Date: Tues., Jan. 13th @ 11 a.m.

Using 25Live as an End User
Learn tips and tricks for using 25Live to check room availability, request rooms, and edit and delete existing reservations.
Presenter: Mari Baquir
Date: Tues., Jan. 13th @ 2 p.m.

Using Copilot for Meeting Minutes in Teams*
Learn how to take meeting notes in Microsoft Teams and how to use Copilot to transform them into meeting minutes.
Presenter: Arnold Martin
Date: Wed., Jan. 14th @ 10 a.m.

Elevate Your Spreadsheet Use
Learn about where to find resources and tools to elevate your spreadsheet usage in Microsoft Excel.
Presenter: Anna Reynolds
Date: Fri., Jan. 16th @ 2 p.m.

Utilizing Mail Merge in Office 365
Learn how to send personalized emails to multiple recipients simultaneously with mail merge in Office 365 Outlook.
Presenter: Lavonné Plum
Date: Thurs., Jan. 22nd @ 10 a.m.

What Can Teams Do for You?*
Learn about accessing Microsoft Teams, features, best practices, and who to contact for assistance.
Presenter: Connie Nguyễn
Date: Thurs., Jan. 22nd @ 11 a.m.

Using Adobe Sign
Learn how to request signatures using Adobe Sign.
Presenter: Gema Perez
Date: Thurs., Jan. 22nd @ 2 p.m.

Registration is required for all workshops. The titles of the above workshops are linked to the registration links with those marked with an asterisk (*) on Cornerstone. The flyer sent out for the workshops also has the registration link for each workshop.

Behavioral Commitments

The Caring Campus kickoff team has committed to the following behavioral commitments to best serve students. Now that the behavioral commitments have been selected, an implementation team will begin work defining activities for each commitment.

Contact us at: CaringCampusStaff@elcamino.edu