What is Caring Campus?

In 2020, a group of NVC Classified Employees participated in the Caring Campus Initiative put forth by the Institute for Evidence-Based Change. With the help of our Coach, Brad Phillips, the President and CEO of IEBC, we discussed how NVC can provide the kind of caring, compassionate service to our students that fosters the sense of belonging and support that leads to the success they deserve.

Together we identified three concrete commitments we can make as an institution to create an environment that makes students stick around and meet their educational goals.

Student Success starts with each of us.

The Importance of Being a Caring Campus

- Intentional small acts of kindness and service make students feel welcomed and foster a sense of connectedness.

- The addition of a human component to our services is a reminder that we are all experiencing challenges, and that we all need and deserve compassion.

- Success in making connections with our students feels good and benefits everyone involved. Students stay where they feel safe and supported, and employees are happier when they are more deeply engaged with a sense of purpose.

- Connecting with our colleagues over the common purpose of creating a welcoming environment for students creates a positive campus culture.

Caring Campus's purpose

is to create a college environment that increases students' sense of connectedness and belonging and, in turn, completion of each student's education goals. This sense of connectedness is especially important for underrepresented student populations who complete at lower rates than majority students. Research indicates that student support staff and other employees can contribute considerably to enhancing student connectedness, thereby increasing the likelihood students will attain their educational goals.

NVC's General Behavioral Commitments

1. Communicate to students our availability and willingness to help.

Online	Traditional
• Add photo to outlook account • Include pronouns and languages spoken in email signature. • Have a virtual person available in the department who can chat/text with students. (Cranium Café, other possible future tools).	• Always wear name tag while on duty for easy identification. • Design name tags that include pronouns and languages spoken as well as traditional information.

2. Ensure students' immediate needs are met during the immediate interaction.

Online	Traditional
• When helping students through email, make sure they have the appropriate phone numbers and email addresses (including yours) to be able to reach out for help if necessary once the interaction is done. • Follow up with students in a timely manner. Reach out to them to see how they are doing and to confirm that their problem has been resolved.	• Warm referral: (Best) When and if possible, walk students to where they need to go. (Good) Create a referral form which provides directions and guidance as well as specific information needed to help communicate with the office staff when they get to their destination. • (Good) Email/chat with destination staff to let them know that a student is on the way and what their situation is.

3. Make useful information available for when a warm referral is not possible.

Online	Traditional
Each department develops a summary of services and FAQ to be made available to the general public on the Website	Each department develops a summary of services and FAQ to be made available to the general public in the form of a pamphlet or flyer kept stocked in the high-traffic areas of the department.