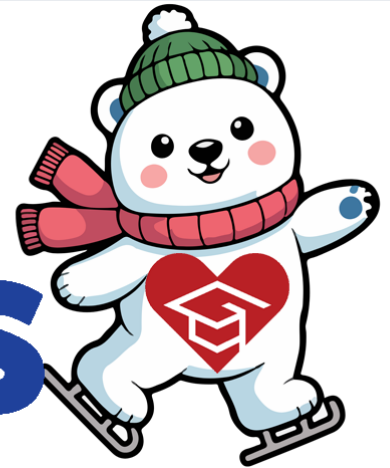


Caring Campus

Newsletter

December 2025

EL CAMINO COLLEGE CARING CAMPUS



Following Up...Are We Doing It? by Gema Perez

Let us return to the questions posed in the November issue of the newsletter: “why is El Camino investing time, money, and energy into a program like Caring Campus, when we’re already doing these things?” and “are we already doing it?” The [report](#) presented to the Board of Trustees is being used in this article to answer these questions. The report is laid out in two phases: Inquiry and Application, with a follow-up third phase to come at a later date. These two parts are further chunked into what the researcher did, what they thought was done well, and what needs to be improved.

During the initial phase, Inquiry, the researcher decided to focus on late start offerings; submitted an interest form as a prospective student; searched the college website for information; and then sought information from specific departments including Admissions, Counseling, Financial Aid, and Tutoring. After an initial text message response to the interest form, the researcher didn’t receive any follow-up communication. Additionally, while they were able to find a lot of helpful resources on the college website, including being sent automated email messages with information for almost all of their inquiries, they could not get a live person on the phone. They also left multiple voicemails with Admissions and Financial Aid which were never returned and sent additional email requests for clarification which were also not returned.

The researcher suggests that the College can improve by “create[ing] a process to ensure representatives respond to all calls,” as well as by, “having representatives answer the phone during key enrollments periods [to] help students find the information.” We can utilize the behavioral commitments as a guideline to help improve interactions with students. By contacting students early and often, we can ensure that we reach students. One step in the right direction was taken in Fall 2025, when the Contact Center become the campus switchboard and started answering the main college phone lines including answering calls to the Welcome Center and Financial Aid.

In the coming issues of the newsletter, we’ll continue looking at whether we’re already “doing it” and see how Caring Campus is working to address the feedback provided in the report.

MEETINGS

Committee meets from 10 to 11am in LIB 202 on the 2nd 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:

- | | | |
|-----------------|--------------------|-------------------|
| ❖ Jose Acevedo | ❖ Christopher Hurd | ❖ Polly Parks |
| ❖ Linda Cooks | ❖ Salvador Navarro | ❖ Erika Solórzano |
| ❖ Lorena Garcia | ❖ Patrick Palmer | ❖ Joanna Tang |

Contact Center Workshop Recap

On November 14th, Caring Campus offered a cross-departmental awareness workshop with Bree Bond from the Contact Center. She gave participants an overview of the Contact Center, which is the switchboard and the first point of contact when you call the main number (310-660-3288 or ext. 3288). They are open from Monday through Thursday from 8am to 6pm and Friday from 8am to 5pm.

Two of the key take-aways from this informational workshop were a request that departments around campus maintain their web pages and keep them up-to-date and examples of how the Contact Center redirects by warmly handing off callers to the correct departments based on the caller's needs. For anyone who missed the workshop, we hope to repeat this workshop during classified professional development week in the Spring.

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.

THE WARM WINTER HANDOFF GUIDE

Snowfia: Hey there, I'm looking for the tutoring center on campus, can you help me?

Christreena: I'm not sure exactly so let me look it up in our Warm handoff Guide...Oh! It seems what you're looking for is located in the library, I'll walk you over!

Christreena: You had a great question. I wasn't even sure myself where this is! Let's go and ask the library front desk.

Penguino: Hi welcome to the library, how can I help?
Christreena: Hi, I'm Christreena and I work at the info desk in the Student Services building. I have Snowfia here with me and she was interested in getting connected with the tutoring center.

Penguino: Awesome! Hi Snowfia, nice to meet you! Our Tutoring Center is located upstairs, I can walk y'all up.

Penguino: This is our Tutoring Center. Here you can get free tutoring or if you prefer online, we have that too! If you have any questions, I'll be downstairs.
Christreena: Thanks Penguino! Now both Snowfia and I are more knowledgeable about this space.

Created by Brooke Oto using Copilot

Implementation Team

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