

May 2025

Caring Campus

Newsletter



Mission:

Caring Campus acknowledges the central role that Classified professionals play in making students feel welcome on campus and helping them stay on their educational paths.

What is a Warm Handoff?

Making a warm handoff ensures each student's needs are being met and brings human connection to what easily can be a transactional interaction. There are a couple of ways to accomplish this:

1. Walk the student to the office they need to get to.
2. Call ahead so the recipient knows that the student is coming and give the student the name of the person expecting them. Provide them with a map and follow up to ensure the student got there.

The warm handoff guide aids in the student's positive experience between offices. The committee has created a [guide](#) with cross sectional input from student facing areas on campus. It has basic program information for staff to assist students on their way to getting their needs met. See an example of a phone warm handoff in this [video](#)!

Student Services has also created a student support [quick guide](#) to help staff direct students to support and other specialized resources.

MEETINGS

Committee meets from 10 to 11am in LIB 202 every other Tuesday. Next meetings will be May 13 and May 27.

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 across campus.

Applause Cards are back!

"Applauding Warrior PRIDE" is a campus wide employee recognition and acknowledgment program that recognizes El Camino employees who demonstrate the College's mission or embody the College's values.

[Submission form](#)

Questions? Email:

caringcampusstaff@elcamino.edu

Name Badges

Wear name badges so that students will know who to approach with questions. Wearing a name badge is a small action that is an invitation for friendliness. It is a disarming gesture that personalizes and humanizes someone, reducing psychological distance. If you are interested in receiving your own Name Badge, please fill out the:

[Name Badge Request Form](#)

Upcoming Events

COFFEE & CONVERSATIONS

Stop by for Coffee + Hear from a Department Representative on FAQ's & Student Resources + Ask Questions!

TUESDAY MARCH 25 2025 9:00AM - 10:00AM

TOPIC: Financial Aid PRESENTER: Dr. Chau Dao

TUESDAY APRIL 22 2025 9:00AM - 10:00AM

TOPIC: Admissions & Records PRESENTER: Lillian Justice

TUESDAY MAY 20 2025 9:00AM - 10:00AM

TOPIC: Special Resource Center PRESENTER: Gary Greco

Location: Distance Education 166

Please RSVP no later than one week before the event

Behavioral Commitments



What is Caring Campus?

Behavioral commitments that help students feel welcome and connected to the campus

- 1 Name Badges** Students know who to approach with questions
- 2 Warm Handoff** Warm Referral Cards, walking the student over, or calling ahead are all ways to bring human connection to a transactional interaction
- 3 Ten Foot Rule** Approach any student within ten feet who seems to need assistance
- 4 Cross-Departmental Awareness** Awareness of what other departments do and contacts to direct students
- 5 Contact Students Early** Reach out to students during the first two weeks of the term
- 6 Expand Welcome Week** Brings excitement to the campus & provides students with useful information and resources
- 7 Caring Campus Moments** Start meetings by sharing recent student interactions that made students feel connected and welcome to the campus



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

Implementation Team

Andres Orozco, Carl Turano, Erica Soohoo, Guadalupe Capistran, Jasmine Ramirez-Barba, Kristen Gabourel, Gema Perez, Brooke Oto, Jayro Lopez