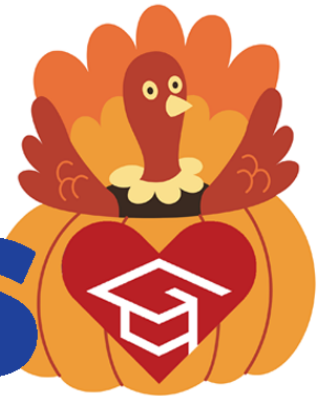


EL CAMINO COLLEGE CARING CAMPUS



Are We Doing It?

You may have heard people ask, "Why is El Camino investing time, money, and energy into a program like Caring Campus, when we're already doing it?" First, let us quickly define what "doing it" means. "Doing it" means offering good customer care to those who seek services from us. Many people have complained about the gaps or lack of services offered to students and visitors seeking assistance on and off campus. At the April 2025 Board of Trustees meeting, Marketing and Communications presented a report which evaluated services a prospective student received when interacting with different service areas around campus.

The report prepared by GradComm is titled "[Becoming a Student at El Camino College: Observations and Recommendations from the Student's Perspective, A Student Experience Project](#)" and evaluates "how El Camino College can better serve its students." GradComm was hired with the objective of assessing "the college's responsiveness, clarity, and inclusivity in accommodating the needs of this demographic, thereby identifying areas for improvement and providing actionable recommendations to enhance the overall admission experience." By using the secret shopper method, a "researcher" went through the admissions and application process and made inquiries to several areas of the college, then reported their experience.

Starting with simple Google searches for information and then applying to the college, the researcher was able to provide feedback on things that were executed well, what the deficiencies are, and recommendations for how the college can improve the experience for prospective students. Some of the items that needed improvement were things like replying to questions asked and picking up the phone.

In the coming issues of the newsletter, we'll be delving further into the report and exploring the answer to the question, "are we already doing it?"

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 Anaya | ❖ Rae Interiano | ❖ Janet Quezada |
| ❖ Brandon Bazile | ❖ Danny Izaguirre | ❖ Ketmany Sundara |
| ❖ Autumn Blakley | ❖ Ayman Mendoza De Leon | ❖ Joseph Weichman |
| ❖ Gary Greco | ❖ Hilda Pool | ❖ Joshua (cadet) |

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](#)

Contact Center Workshop

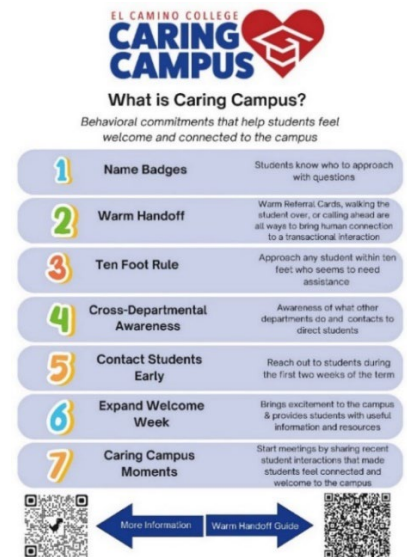
One of the staff behavioral commitments is to contact students early by reaching out to students during the first two weeks of the term. Breanna Bond, the Contact Center Coordinator, will be hosting a Contact Center Workshop on Zoom from 2-3 p.m. on Friday, November 14th. Learn more about the history of the Contact Center and what they do, what services they provide and how to request these services, and what numbers go through the Center and what numbers they use to communicate. [Register now](#) to attend the workshop. **Registration is required.*

Future Workshops

Caring Campus started co-hosting workshops in September and October to promote cross-departmental awareness and give staff the opportunity to learn about resources available to them. Past workshops included collaborations with the Colleague Improvement Group (formerly called the Colleague User Group), HR, and the Library. If you're interested in presenting a future workshop or have ideas on potential workshops you'd like to see featured, email us at CaringCampusStaff@elcamino.edu.

If you've attended a previous workshop and you'd like to provide feedback to us, please share your feedback by filling out our [feedback survey](#).

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.

CARING AND SCARING

Caring	Scaring
<p>Caring calls other offices to guide visitors towards a solution</p>	<p>Scaring shows disinterest and shames visitors for asking questions</p>
<p>Caring responds to questions and confusion with empathy and offers help</p>	<p>Scaring lacks empathy and leaves visitors feeling frustrated and dissatisfied</p>

Implementation Team

Contact us at:

CaringCampusStaff@elcamino.edu

Andres Orozco, Carl Turano, Erica Soohoo, Guadalupe Capistran, Jasmine Ramirez-Barba, Kirsten Gabourel, Gema Perez, Rae Interiano, Brooke Oto, Jayro Lopez, Loretta Lau-Valencia, Anna Reynolds, Jackie Nolasco, Francisca Candelas-Mercado