



Caring Campus

Strategic Plan
2024-2027





MISSION

The mission of Orange Coast College's Caring Campus is to cultivate a caring campus community rooted in collaboration and mutual respect amongst our diverse group of employees and students. By working to enrich employee connections, we build a strong foundation for robust interdepartmental communication and partnership to enhance the student experience, increase employee job satisfaction, and promote a deep sense of community and belonging. By creating an inclusive, supportive environment, the efforts of Caring Campus will improve student engagement and inspire best practices for equitable and accessible learning.

BACKGROUND AND HISTORY

Caring Campus was established by the Institute for Evidence-Based Change (IEBC) in 2018. IEBC is a non-profit organization dedicated to helping education stakeholders such as community colleges use coaching, collaboration, and data to make informed decisions and craft solutions that improve practice and dramatically increase student success. Funded through the California Community Colleges Chancellor's Office (CCCCO), IEBC works with community colleges to develop a partnership cohort that is supported by IEBC coaching and guidance.

The objective of IEBC's Caring Campus program is to increase student retention and success in community colleges by utilizing the expertise of staff to create and cultivate caring environments

intentionally so that students feel welcome and a sense of belonging to their campus. Staff interaction with students can set the stage for successful enrollment, persistence, and completion. It is particularly important for students from historically underserved populations, students less familiar with college, non-majority students, students from low-income households, and first-generation students to feel welcome and that they belong in college.

Orange Coast College was among twelve California community colleges selected to participate in the Fall 2022 Caring Campus partnership cohort. With two coaching sessions in October and November, 28 Classified Professionals from across the campus learned about the behavioral changes needed to create a cultural shift at Orange Coast College. With a move from the simple transactional experience to a more relational relationship when interacting with students, Classifieds learned how to advance the already caring culture here at OCC to further enhance the student experience. Five behavioral commitments were reviewed with specific strategies resonating with the culture at Orange Coast College to implement.

The five behavioral commitments are:

1

TEN FOOT RULE: Whenever a student is within 10 feet and seems to need assistance take the initiative to approach them. Say hello, smile, and use a positive tone.

2

NAME BADGES: Wear name badges or lanyards with the college name on them so that students will know who to approach with questions.

3

CROSS-DEPARTMENT AWARENESS: Learn about other departments so you know where to send students. Maintain accurate and up-to-date detailed directories.

4

WARM REFERRALS: Call ahead or walk students to the office they need to get to. Follow up to ensure the student got there.

5

FIRST WEEK GREETINGS: During the first week of classes set up information tables and meet students in the parking lot, welcome students to the college.



The founding members were:

Michelle Auduong
Jessica Bravo
Alex Buus
Gladys Calderon
Leonmark Chong
Karen Cifuentes
Yesenia Gonzalez
Roxann Griffin
Jeanette Grimm
Carol Hester
Thao Ho

Neil Hong
Jami Jacobi
Kourtney Jones
Michelle Khuong
Shelley Lowrey
Chip Melton
Virginia Nuzzolese-
Laflamme
Michael Oquist
Michelle Ozuna
Duy Pham

Jennifer Rivera
Tina Rodgers
Melissa Rowden
Veronica Sanchez
Eva Shaffer-Hyska
Angela Varner
Michelle Wang
Caring Campus
Liaison
Rebecca Morgan

In December of 2022, the Caring Campus cohort presented to the management team the purpose of Caring Campus and their draft implementation plans for each behavioral commitment as well as asking for management's support, providing resources, encouraging Classified Professionals to engage, and being a positive advocate. Campus leadership committed to supporting the implementation, encouraging the behavioral commitments, celebrating the new culture, and involvement to ensure successful implementation.

The next semester, Spring 2023, the Caring Campus Team (Team) was established. With a starting membership of 25 Classified Professionals from the partnership cohort, the first meeting was held in February. The team reviewed the draft implementation plan and decided that Coast Cares Cards (name badges) and an internal employee department contact directory (IEDC) would be the first projects to address Behavioral Commitments 2 and 3.

ORGANIZATIONAL STRUCTURE

Meetings are held twice a month and organized by chair, co-chair, and HR Director. Chair and co-chair positions are filled by nominees or volunteers. Chair positions are reviewed each academic year at the start of the year and will be decided upon by consensus. All Team members (with the exception of the HR Director) choose to be part of the Team, and the opportunity is available to Classified Professionals, Managers, and Faculty. The Team is divided into two subcommittees, each with a particular focus.

The branding subcommittee is currently working on Goal 1: Promote Caring Campus Brand Across OCC Campus and the connectedness and engagement subcommittee is currently working on Goal 2: Cultivate Connectedness Among Classified and Classified to Students and Goal 3: Promote Employee Engagement. Team members self-select which subcommittee to participate in.

STRATEGIC GOALS



Promote Caring Campus Brand Across OCC Campus

Linkages: OCC Educational Master Plan, Stewardship, Objective 3
OCC Educational Master Plan, Student and Employee Engagement, Objective 2
DEIA Plan, Goal 1, Objective 1.2

KEY ACTIONS	LEAD
Implement and promote the Five Behavioral Commitments of Ten Foot Rule, Coast Cares Cards (name badges), Cross-Department Awareness, Warm Referrals, and First Week Greetings.	Caring Campus Team; Marketing and Publications Department
Clarify and advertise our group mission and values.	Caring Campus Team; Marketing and Publications Department
Perform outreach through campus events such as Flex Day, Classified Professionals Appreciation Week, and Welcome Week.	Caring Campus Team

Goal 2

Cultivate Connectedness Among Classified and Classified to Students

Linkages: OCC Educational Master Plan, Student and Employee Engagement, Objective 1
OCC Educational Master Plan, Student and Employee Engagement, Objective 2
DEIA Plan, Goal 1, Objective 1.2

KEY ACTIONS	LEAD
Create a beginning of the year welcome for classified professionals to increase their sense of belonging, reduce silos, and share outlook of the campus for the year.	Caring Campus Team; Campus Human Resources; President's Cabinet
Create an end of the year celebration to celebrate accomplishments.	Caring Campus Team; Campus Human Resources; President's Cabinet
Participate in welcome activities for students to include welcome week, club rushes, and other student focused events.	Caring Campus Team

Goal 3

Promote Employee Engagement

Linkages: OCC Educational Master Plan, Student and Employee Engagement, Objective 1
OCC Educational Master Plan, Student and Employee Engagement, Objective 2
OCC Educational Master Plan, Student and Employee Engagement, Objective 3
OCC Educational Master Plan, Student and Employee Engagement, Objective 4
DEIA Plan, Goal 1, Objective 1.2
DEIA Plan, Goal 3, Objective 3.3

KEY ACTIONS	LEAD
Create social events for employees to connect and learn more about different areas of campus (e.g. bingo or ping pong events during class breaks/spring break/summer, open-house events for different departments)	Caring Campus Team
Gather information on engagement opportunities for classified professionals around campus and make this information readily accessible to classified professionals (e.g. Classified Senate, Science Night, Symposium, Welcome Week).	Caring Campus Team/Classified Senate
Create and grow "Express Your Care" program for employees to thank and recognize colleagues for their above and beyond service.	Caring Campus Team

LONG TERM GOALS

The Caring Campus Team has established long term goals to promote the Behavioral Commitments. These include campuswide Caring Campus brand recognition, integration with the Classified Senate, staff understanding how and where to refer students to services on campus, well-established campus staff monthly events as opportunities to connect and collaborate better for student success, funding to support our endeavors, and most importantly, students feeling connected, seen, and valued.

Advancing our culture of care at Orange Coast College is priority one for the Caring Campus Team through continued institutionalization and sustainability of the long-term success of the Caring Campus purpose, and the resulting increase engagement of Classified Professionals with students on a deeper and mutually beneficial level, notably greater student success.

The Caring Campus efforts embraced by the Classified Professionals are and will continue to be extended to include both Management and Faculty in intentionally engaging with students using specific behaviors aimed at increasing each student's sense of belonging and self-efficacy. By bringing Management and Faculty on board with the Caring Campus Five Behavioral Commitments and including these constituencies in the Caring Campus team, we will ensure that students feel welcome and cared for in all aspects of their educational journey at Orange Coast College.



Goals



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