

Caring Campus Top Five Staff Behavioral Commitments

Caring Campus is based on staff identifying behavioral commitments to be implemented intentionally and campus-wide at their colleges. Following identification, staff develop implementation, monitoring, and communication plans. Among colleges implementing *Caring Campus* for staff, the following are the most common behavioral commitments.

Face-to-Face	Virtual Environment
<p><u>Ten Foot Rule</u>: Whenever a student is within 10’ and seems to need assistance take the initiative to approach them. Say hello, smile, and use a positive tone.</p>	<p><u>Reaching Out</u>: If your college allows, reach out to students via phone, email, and text to let them know you’re available to answer questions, respond to concerns, etc.</p>
<p><u>Nametags</u>: Wear name badges or lanyards with the college name on them so that students will know who to approach with questions.</p>	<p><u>Give Your Information Up Front</u>: Start each contact with your name & department. Ask for student’s name and contact info in case you get disconnected</p>
<p><u>Cross-Department Awareness</u>: Learn about other departments so you know where to send students. Maintain accurate and up-to-date detailed directories.</p>	<p><u>Cross-Department Awareness</u>: Learn about other departments so you know where to refer students. Maintain accurate and up-to-date detailed directories.</p>
<p><u>Warm Referrals</u>: Call ahead or walk student to the office they need to get to. Follow up to ensure the student got there.</p>	<p><u>Warm Referrals</u>: Use the student’s callback info to call the receiving office, make the connection on the student’s behalf, and ask them to contact the student. Follow-up</p>
<p><u>First Week Greetings</u>: During the first week of classes set up information tables and meet students in the parking lot, welcome students to the college.</p>	<p><u>Reach out to students</u>: At key times such as the first week of classes, as course drop dates and filing for degrees approach; especially first time in college students, to ensure they have the information they need</p>