

## How Caring Campus California Fortifies the Vision for Success

The Caring Campus California initiative of the Institute for Evidence-Based Change (IEBC) involves classified professional staff in student success initiatives by identifying behaviors that increase students' sense of connectedness to the college campus. Improving connectedness leads to increases in persistence that, in turn, leads to higher rates of completion. By doing so, Caring Campus California directly strengthens colleges' efforts to achieve the Vision for Success goals by supporting the document's core commitments.

### *Focus relentlessly on student's end goals*

It is not enough for administrators and faculty to always have student success in their sights and underpinning their work. Completing a student's education plans goes beyond the classroom. It requires a team approach with support from all departments and divisions. Staff can help ensure students achieve their end goals by removing non-academic obstacles to student success.

### *Always design and decide with the student in mind*

At the heart of Caring Campus California is understanding and accommodating students' on and off campus lives. Classified professional staff identify behaviors that are student-centered to ensure the college experience meets students where they are; especially important for first-time-in-college students who have little to no experience dealing with bureaucracies.

### *Pair high expectations with high support*

Supporting students means assisting them to succeed in every way possible. Classified professional staff help to reduce barriers; ensuring the process for applying, enrolling, and persisting is clear, free of jargon, and easily understood by all students. They are early problem-solvers helping new students navigate registration, financial aid options, buying books and supplies, and figuring out where their class is being held.

### *Foster the use of data, inquiry, and evidence*

Caring Campus California begins with data. Disaggregating student success data to understand which subpopulations of students are at greater risk for not completing their educational goals leads to a process of inquiry about how colleges can improve the student condition. And this, invariably, leads to improving the student's campus experience.

### *Take ownership of goals and performance*

Caring Campus California asks the same thing of everyone on campus: How are your behaviors supporting the student success goals of your college? Reflecting on this question and taking personal responsibility for each and every interaction with a student fosters ownership of these goals.

### *Enable action and thoughtful innovation*

Caring Campus California is grounded in this core commitment. Classified professional staff are encouraged to innovate and act in new ways that support their job and builds a team. By identifying and committing to new behaviors staff are empowered to explore beyond their desks to identify policies and procedures that might get in the way of student success—and to work to change them.

### *Lead the work of partnering across systems*

Whether it's completion of financial aid forms, ensuring transcripts are sent, or providing information about transfer degrees and programs, classified professional staff are crucial to ensuring smooth transitions for students to California's other higher education systems. Caring Campus California makes salient the important role to be fulfilled beyond their own campus.