

Want to know what makes a Caring Campus?



Please commit to these 5 behaviors to show our students they matter. These behaviors were created by the Institute for Evidence-Based Change and have real impact; they are known to increase student retention and improve morale across campus. Caring isn't an extra thing, it's shown in **how** you do the things you're already doing. Because at SMC, our faculty, staff, and students matter.

Caring Campus Top Five Community Behavioral Commitments

Face-to-Face	Virtual Environment
Ten Foot Rule 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.	Reaching Out Analyze departmental needs and as appropriate, reach out to students via phone, email, and text to let them know you're available to answer questions, respond to concerns, etc.
Nametags Wear name badges or lanyards with the college name on them so that students will know who to approach with questions.	Give Your Information Up Front Start each contact with your name & department. Ask for student's name and contact info in case you get disconnected.
Cross-Department Awareness Learn about other departments so you know where to send students. Maintain accurate and up-to-date detailed directories.	Cross-Department Awareness Learn about other departments so you know where to refer students. Maintain accurate and up-to-date detailed directories.
Warm Referrals Call ahead or walk student to the office they need to get to. Follow up to ensure the student got there.	Warm Referrals 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.
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.	Maintain Connection During Peak Periods 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.

Learn more and join us at Coffee Connections! →



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