



## An initiative of the Mendocino College Classified Professionals

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*Students go where they feel welcome  
and stay where they feel cared for.*

–IEBC Caring Campus motto

## Cheers to Summer!

**The entire Mendo Cares Team wishes everyone a healthy, happy, and harmonious summer!**

We have decided to pause the Virtual Departmental Open Houses until we all return to regular work for Fall 2021. It's been wonderful hosting the events and we have enjoyed learning about the departments, their wonderfully helpful staff, and how we can work together to help students feel welcomed and cared for. It's been a delight to see so many of you in live attendance for the virtual houses! We will continue the recording and posting of these valuable learning opportunities for those that are unable to attend live.

We would like to film a brief video clip explaining the "Ten Foot Rule"- please let us know if you would like to be in the video that will demonstrate how to approach and guide students in the most welcoming and helpful way.

Please share any student or staff testimonials/kudos with us- we would love to include them in upcoming newsletters.

The Mendo Cares team is stronger with you and we appreciate the campus wide support thus far!

You can always visit our web page below for more information.

**VISIT OUR WEBPAGE**

# OUR COMMITMENTS (a summer refresher)

Caring Campus is committed to making Mendocino College campuses welcoming to all. During these unprecedented times, we are working towards behavioral commitments for both traditional (face-to-face) and virtual interactions. Here are descriptions of our initial *virtual* and *traditional commitments* to students and staff:



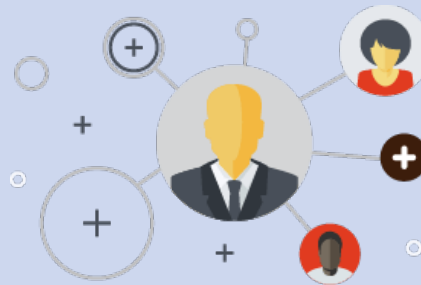
## VIRTUAL COMMITMENTS

*These commitments have been developed with our limited in-person presence on campus.*

**Warm referrals** – connecting students to the right person or department with follow-up to be sure the issue is addressed.

**Connect with Colleagues** – to learn about one another and what our roles are at Mendocino College. Plays well with Warm Referrals, as knowing what each person does will help make sure we direct students and colleagues accordingly.

**Smile** – it has been proven that smiling improves your tone of voice and leads to positive interactions, on the phone, via zoom and in person. It is important that everyone feels welcome and heard.



## TRADITIONAL COMMITMENTS

*Once we transition back to more on-campus activities, we have three additional traditional commitments for face-to-face interactions with students and fellow staff:*

**Name badges** – redesigning and increased use of name badges or picture IDs and making sure \*all\* staff have them. Make staff identifiable and approachable.

**10 foot rule** – Being conscious of the way we're approaching students; keeping a comfortable distance based on visual cues, though making sure the student knows we are available if they need assistance.

**Hosting departmental open houses** – so all campus groups—faculty, students, and others—know what each department does, the resources they offer, and who works there.



Lanyards and IDs



Virtual Departmental Open Houses



Mendo Cares Shirts

## PROGRESS REPORT

The fledgling MendoCares program is gaining traction. After the development phase working with the IEBC, we've now begun implementing our behavioral commitments and begun to address the infrastructure and organizational demands of the effort. As plans evolve for the Fall semester and the return to an increased on-campus presence, MendoCares will expand its efforts to meet each student where they are.

We received some great feedback from Constance Rystad about our Virtual Departmental Open Houses: "Thanks to you and your team for providing these "Open House" opportunities for us. I think I've been to all of them, helping me gain greater insight into the heart of the different departments at the College and the quality and dedication of the people who work here. I'm a tutor at the Learning Center - proud to be in such good company."

### Classified Kudos

## IT TAKES US ALL

We welcome  
campus-wide  
collaboration  
to achieve our  
mission of  
cultivating a  
caring  
campus  
dedicated to  
student  
success



Classified Senate wishes to acknowledge the excellent leadership in the Mendo Cares Initiative by President Mayra Sanchez. Mayra came in to leadership during a tumultuous time, yet maintained a calm and welcoming demeanor for Classified Senate. Her commitment to moving the Mendo Cares Initiative forward during the COVID-19 Pandemic not only served students of Mendocino College, but gave Classified Professionals a much needed morale boost and team building experience in a virtual format. Mayra's leadership has been exemplary and we wholeheartedly commend her for the welcoming, caring, flexible, and patient precedent she has set.