



# Embedding a Culture of Caring in the Talent Strong Texas Pathways Strategy

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Texas Success Center



# Embedding a Culture of Caring in the Talent Strong Texas Pathways Strategy

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Temple College

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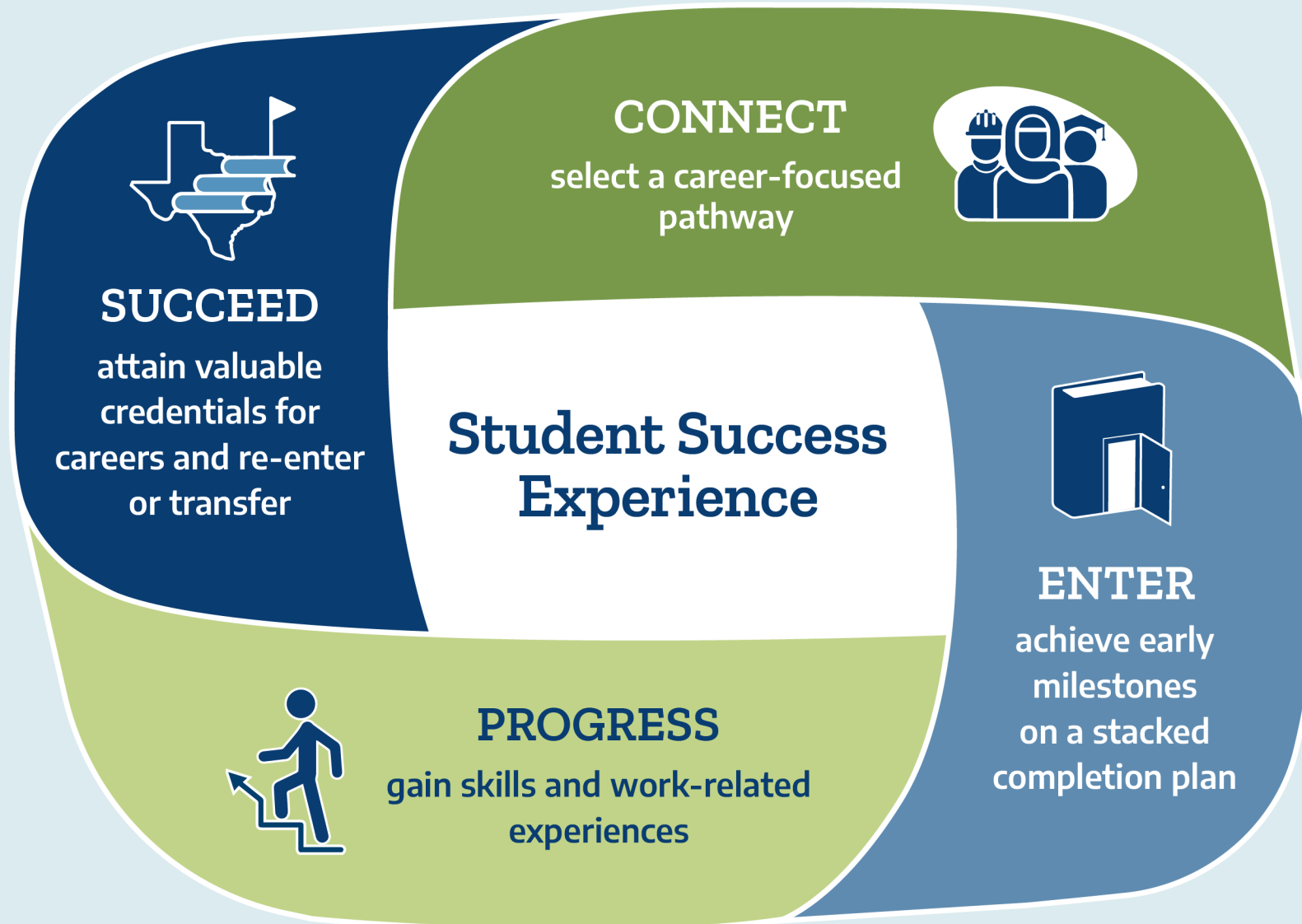
## Texas Success Center

Dedicated to social and economic mobility, we support community college reform strategies that will empower Texans to rise out of poverty and achieve better life outcomes.





# Talent Strong Texas Pathways Framework



Success

Accomplishment and  
Self-Fulfillment Needs  
**Students' Career Goals**  
**Socio-Economic Mobility**

Belonging  
& Wellness

Psychological,  
Basic & Safety Needs



# Talent Strong Texas Pathways

## Four Pillars of Essential Practices

**1**

**Map pathways to student end goals**

Employer-informed maps from multiple entry & reentry points to completion, transfer, & valuable careers

**2**

**Help students choose and enter a pathway**

Career- focused onboarding with academic & social integration to promote college-level success in the 1st year

**3**

**Keep students on their pathway**

Proactive supports to improve completion & transfer, enhance belongingness, & address students' basic needs

**4**

**Ensure students are learning**

Active & work-based learning with culturally responsive teaching aligned with careers & further education

# Connecting Caring Campus to Guided Pathways at Stark State College

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**Stark State**  
COLLEGE

# Stark State College Student Portrait

- ▶ 13,000 students
- ▶ North Canton & Akron, OH
- ▶ Average age: 26
- ▶ 57% female, 43% male
- ▶ 74% part time, 26% full time
- ▶ 70% of students work while attending college; many work full-time
- ▶ 22% students of color
- ▶ 47% first-generation college students
- ▶ 44% Pell eligible





# SSC Guided Pathways History

*began the work in 2011...*

2011

- Completion by Design

2014

- Ohio Performance Based Funding
- College Completion Plan Required

2016

- Ohio Assoc. of Community Colleges Student Success Leadership Institute began

2018

- Strong Start to Finish
- Finish for Your Future

2019

- Guided Pathways 2.0 with NCII

2020

- Caring Campus

2022

- Caring Campus for Faculty

2023

- National Alliance for Partnerships in Equity (NAPE)



# Design Teams at Stark State College Under GP 2.0

- ▶ Teaching & Learning
- ▶ Equity in Student Outcomes
- ▶ Gateway and Faculty Advising
- ▶ Adult 25+ Recruitment & Success
- ▶ Communications
- ▶ University Transfer
- ▶ Financial Stability & Holistic Student Supports
- ▶ *Caring Campus (Added in 2020)*





# Caring Campus

## Behavioral Commitments

### The 10-Foot Rule

- Greet students in a caring manner.
- Ask if they need help.
- If lost, walk them to the area they need to find or provide detailed directions.

### Email Etiquette

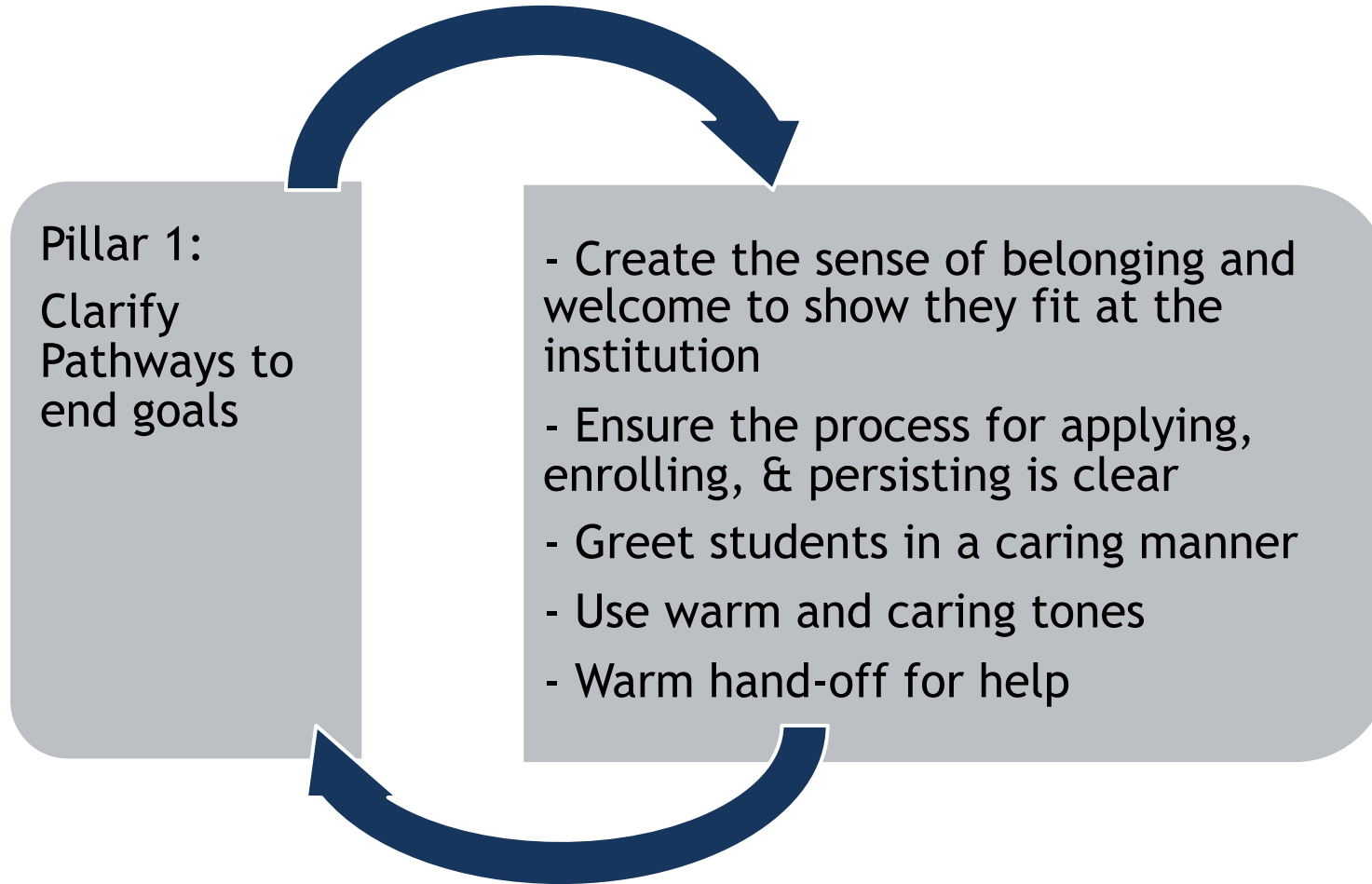
- Use warm and caring tones.
- Use the approved college-wide formatted email signature.

### Warm Referrals

- Complete the referral form.
- Alert the staff/faculty member that the student is on their way.
- Create a virtual referral and provide information about what the student needs.



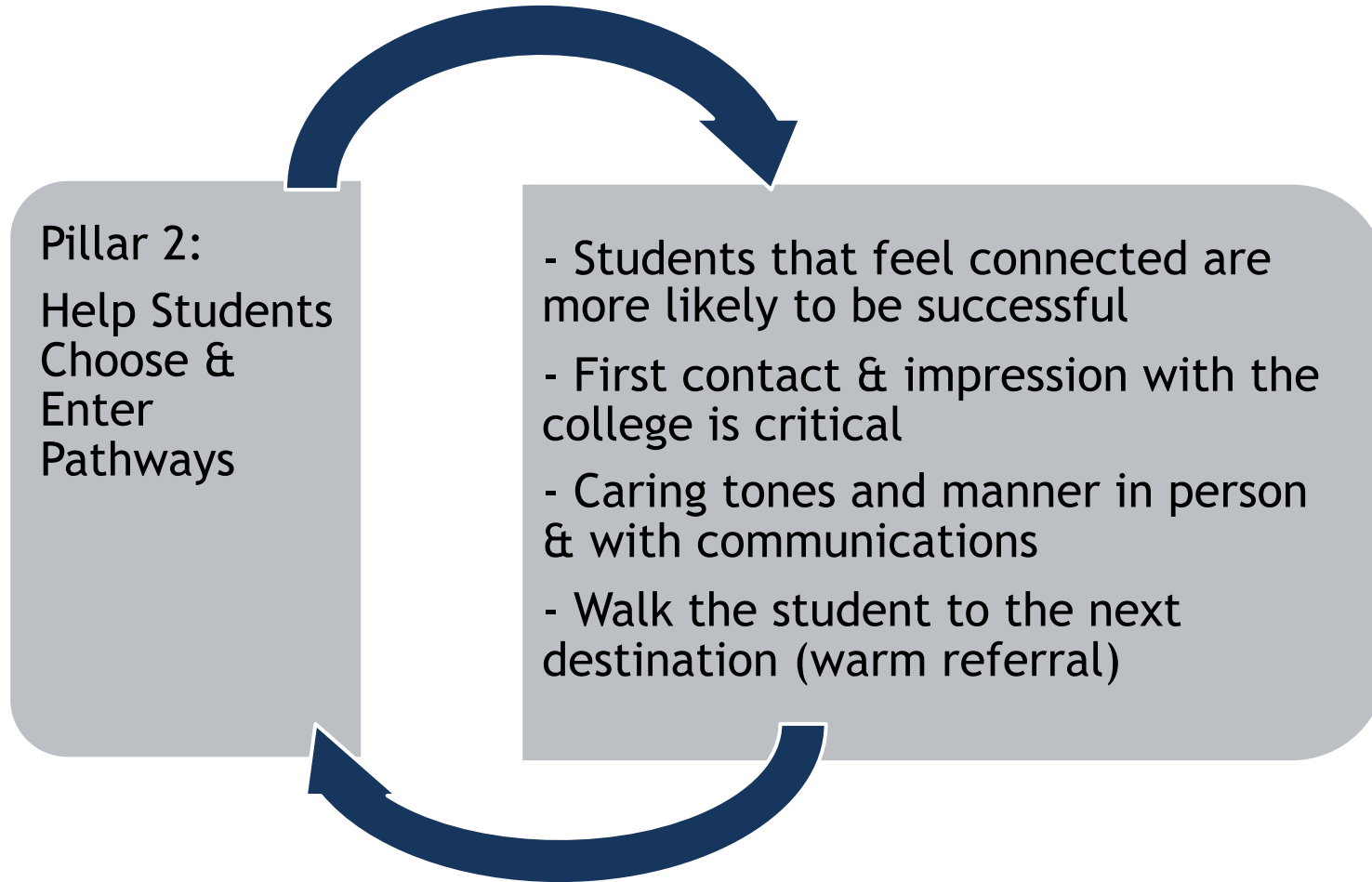
# Alignment of Guided Pathways & Caring Campus



- *Admissions can be overwhelming and it was so wonderful having Sarah who made everything seem simple and doable... Above and beyond we felt welcomed!*
- *She made me feel at ease about my decision to go back to school after being out for years.*



# Alignment of Guided Pathways & Caring Campus

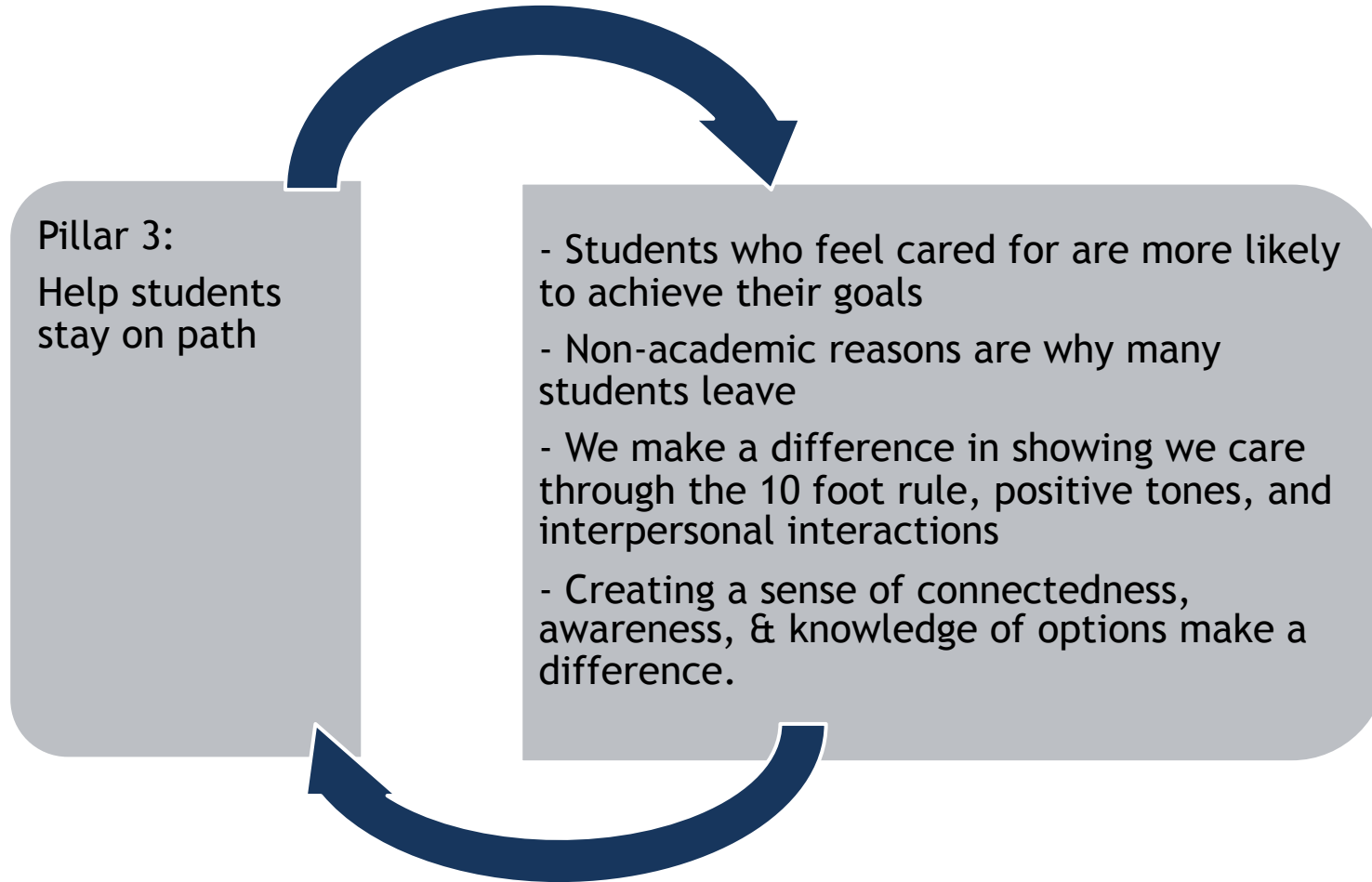


- *Kristin answered every question that I had with great detail and I left feeling very confident and supported in my choices*
- *As a transfer from XXX State, Ron made it 10x easier than anyone from XXX ever did! Went into detail about everything and made it all seem very simple.*





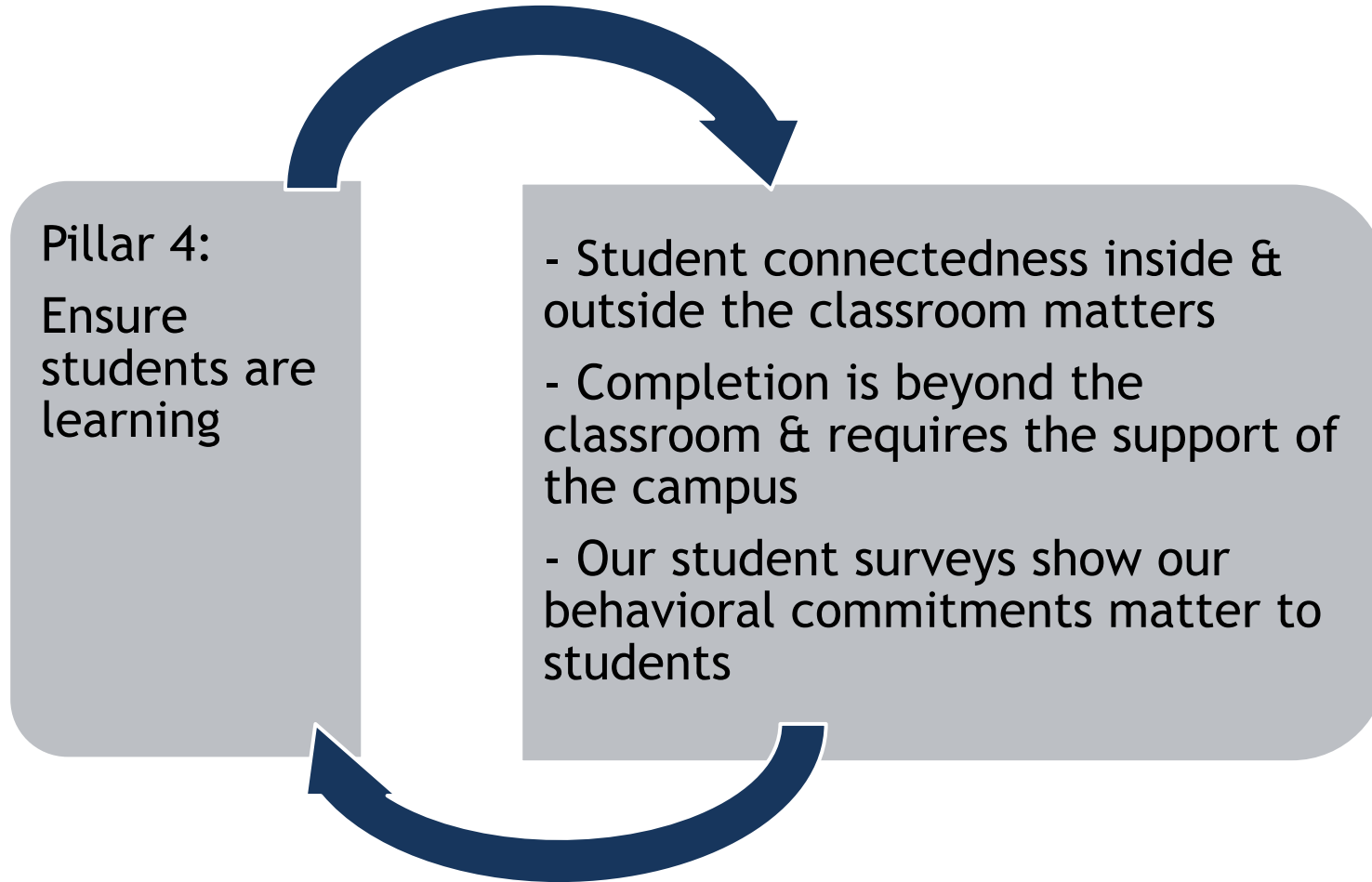
# Alignment of Guided Pathways & Caring Campus



- *Just talked and listened. She cared about my well-being.*
- *He is my advisor and instructor. He is always available, never makes me feel like a burden... I don't just feel like I'm a student. I feel like a friend that he wants to see succeed.*



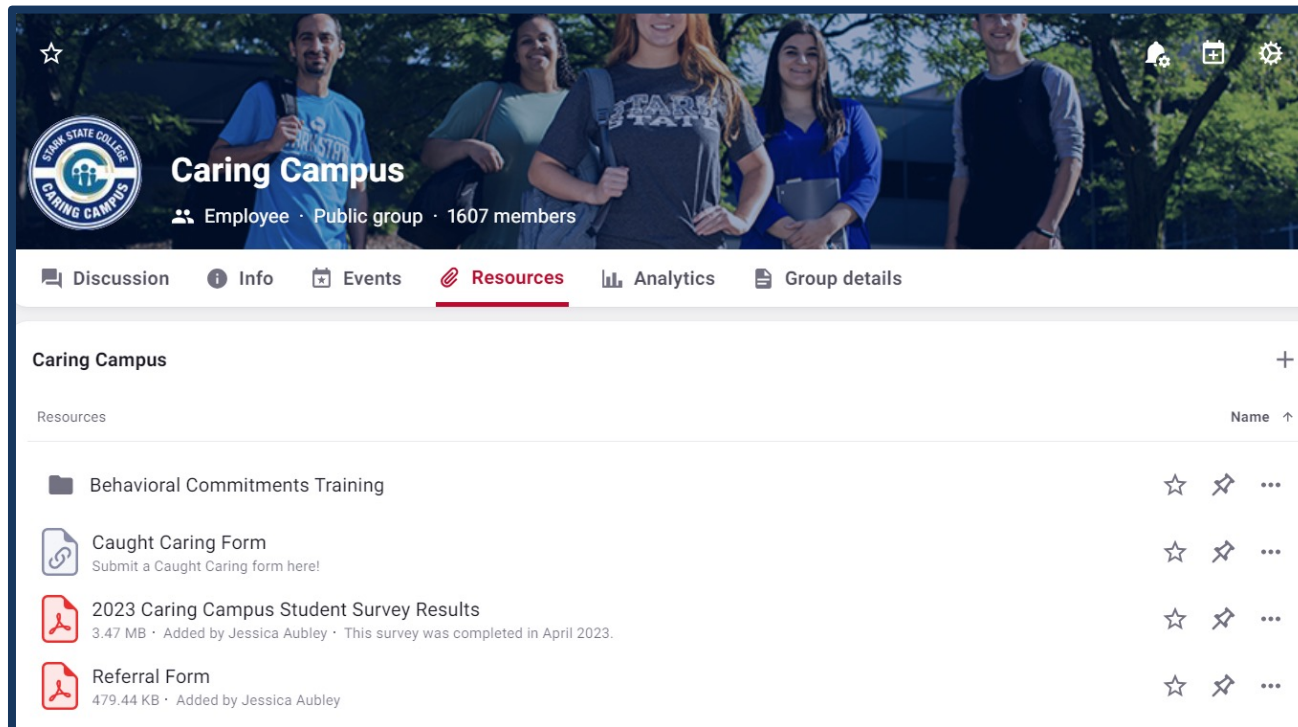
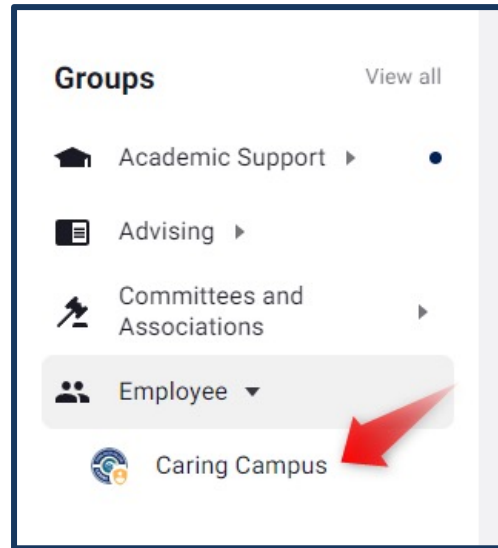
# Alignment of Guided Pathways & Caring Campus



- *I feel cared for when they say, "Feel free to contact me if you have any questions."*
- *I like it when I'm treated like a person and not a job.*
- *When they ask how you're doing and genuinely seem interested.*



# Materials housed in MySSC Portal for easy access



# Continuing & Evaluating the Caring Campus Work

1. Reinforce importance of work on campus
  - Messaging
  - Start-Up Meetings
  - Division Meetings
  - Orientation for New Employees
  - Caught Caring
2. Re-evaluate behavioral commitments
  - Are they working?
3. Survey Students (sent via email)
4. Survey Design
  - 7 closed ended questions rating behavioral commitments
  - 2 open ended questions about they feel cared for at SSC

# Evaluating the 10 Foot Rule

## When asked...

*When faculty/staff greet you outside of the classroom, do you feel cared for?*

**95%**

of students stated this makes them feel cared for.

## Our ranking...

**71%**

are greeted at least 2 times a semester outside of the classroom.



# Evaluating Email Etiquette

## When asked...

*When faculty/staff use a kind tone when replying to your email, do you feel cared for?*

**98%**

of students stated this makes them feel cared for.

## Our ranking...

**72%**

believe faculty/staff use kind tones when replying to their emails.

# Evaluating Warm Referrals

**When asked...**

*Do you feel cared for when faculty/staff help you locate someone to answer your questions?*

**91%**

of students stated they feel cared for when faculty/staff connect them with the person who can address their needs.

**Our ranking...**

**71%**

stated faculty/staff cared for them by referring them to someone who could address their needs.



# Caring Campus

## Report Someone You Caught Caring!


A screenshot of a web form titled "Report Someone You Caught Caring!". The form has a dark brown header with the title and instructions: "Please fill out this form so the individual caught caring may be recognized for their hard work!" and "The Caught Caring team will print the submission and send it along with a thank you to the person who was caught caring." Below the header, there are three required fields: 1. "Your First & Last Name" with a text input field. 2. "Person Caught Caring (First & Last Name)" with a text input field. 3. "Date You Caught them Caring" with a date picker input field. The form is decorated with a pattern of light blue and yellow circles on the left side.

### Let's acknowledge each other!

- You can access the form at: <https://tinyurl.com/SSCcaring>
- New thank-you gifts for those caught caring.
- Higher levels of thank-you gifts for those who are repeatedly caught caring!

# Celebrating Caring

The Caring Campus team sends a thank you message and promotional item to those who are caught caring.




**You've been Caught Caring!**

**Congratulations Patti!**

**You were caught caring by Jessica Aubley who noticed you took the time to walk a distraught student to the E building.**

**Thank you for caring and serving as such a great role model to others!**



**Stark State**  
COLLEGE

# Walk 'nTalk



Join a Caring Campus walk leader & friends for a 23 min social stroll around campus.

Fall 2023 Walks  
10/16/23 through 12/20/23

Mondays at 1:30PM  
with Karen Padrutt  
kpadrutt@starkstate.edu

Tuesdays at 9AM  
with Eugene Starr  
estarr@starkstate.edu

**Details:**  
Walks are on main campus starting in the B building atrium just outside the Silk auditorium. Email a walk leader for more info.

SSC STUDENTS  
& EMPLOYEES  
ARE WELCOME!



Stark State  
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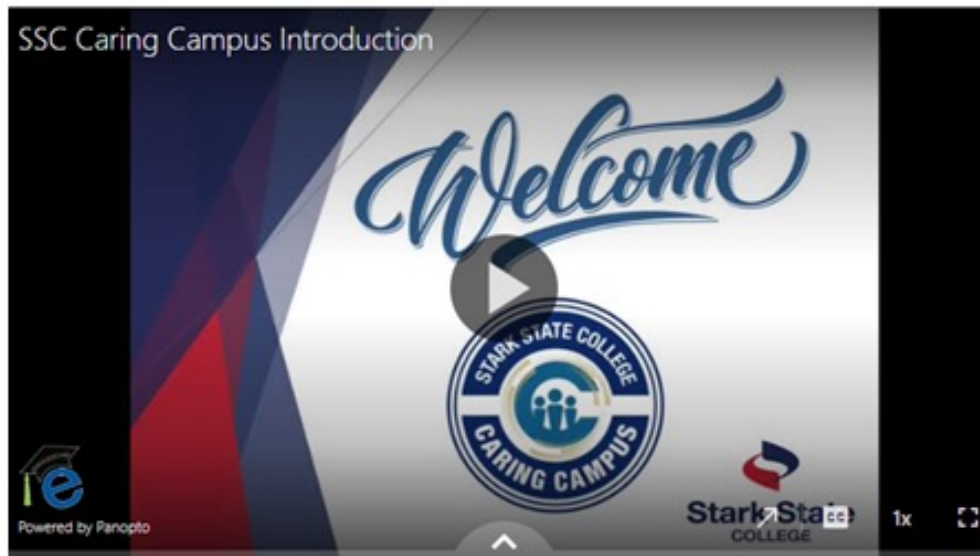


Welcome to  
the Stark State  
College  
Community!

**Welcome!**

The Caring Campus team is excited that you are part of the Stark State College community! Our goal is to create a welcoming environment and sense of belonging for our students in alignment with our mission, vision and values. Please join us in this important work to help students succeed.

We kindly ask you to review this brief [presentation](#) to learn more about Caring Campus.



If you have any questions regarding Caring Campus, please contact Jessica Aubley at [jaubley@starkstate.edu](mailto:jaubley@starkstate.edu) or ext. 4028.



**Stark State**  
COLLEGE

# Questions & Answers



[ssutton@starkstate.edu](mailto:ssutton@starkstate.edu)



**Stark State**  
COLLEGE

# Panel Conversation: Implementing Caring Campus in Texas

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**Questions?  
Feedback?**