

# Tri-C<sup>®</sup> TIMES

## *the* STATE *of the* COLLEGE



Six Strategic Focus Areas to  
Achieving Excellence in Outcomes

Stokes: Honoring the Past,  
Inspiring the Future of Cleveland



38<sup>th</sup>  
Annual

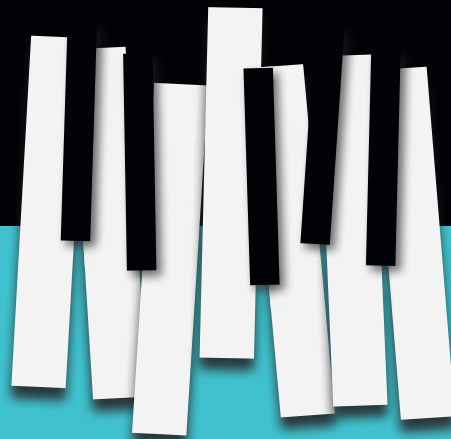
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Message from  
the President

**A**t Cuyahoga Community College (Tri-C®), we take our responsibility toward Greater Cleveland very seriously. Everything we do is directed toward impacting our local community in a positive way — from working with employers to prepare students for jobs with family-sustaining wages to leading initiatives that celebrate progress toward diversity and inclusion throughout Northeast Ohio.

Another way the College gives back to the community is through communication regarding our progress and plans for the future. Transparency is key to fostering a sense of trust with our stakeholders, particularly when it comes to the challenges we face as a public institution of higher education.

With that in mind, this issue of Tri-C Times serves as a State of the College report — an update to the community on movement being made in six areas identified in our strategic plan: student completion; student experience; equity in outcomes; workforce impact; transparency, accountability and communication; and commitment, continuity and community outreach.

Student completion is at the core of our mission as a community college. It is not just an integral part of our everyday work, but now is also an essential component to earning the funding we need in order to continue serving our students and promoting growth in the community.

A fundamental shift in institutional culture has already produced significant results in terms of increased student outcomes, including more than tripling our graduation rate since 2010. You can learn more about the unique partnership between Tri-C's administrative and faculty leadership and how it has affected student success in the Q&A on pages 6-9.

We are also focused on creating a more expansive student experience, providing opportunities for students to engage and excel in the classroom as well as in the community. As future leaders, the experience they obtain and connections they make now will benefit our region for years to come.

Tri-C exists to serve all people, regardless of background or aspiration. While ensuring equal outcomes for all groups is a challenge, it is one that the College is facing head-on. Please join us as we share our accomplishments and vision for the future of affordable and accessible higher education for all.

Sincerely,

A handwritten signature in black ink that reads "Alex Johnson". The signature is written in a cursive, flowing style.

**Alex Johnson, Ph.D.**

President



Alex Johnson meets with Mandel Scholars at the College's Jack, Joseph and Morton Mandel Humanities Center.

*Tri-C Times* is published by the Cuyahoga Community College Integrated Communications Department for its friends and constituents. Feedback and story ideas are welcome. Send correspondence to *Tri-C Times*, 2500 E. 22nd St., Cleveland, Ohio 44115, call 216-987-4322, or email [editorial@tri-c.edu](mailto:editorial@tri-c.edu).

2017

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Training Center  
3409 Woodland Ave.  
Cleveland, Ohio 44115

Brunswick University Center  
3605 Center Road  
Brunswick, Ohio 44212

Corporate College® East  
4400 Richmond Road  
Warrensville Hts., Ohio 44128

Corporate College® West  
25425 Center Ridge Road  
Westlake, Ohio 44145

District Administrative Services  
700 Carnegie Ave.  
Cleveland, Ohio 44115

Eastern Campus  
4250 Richmond Road  
Highland Hills, Ohio 44122

Hospitality Management Center of Excellence  
at Public Square  
180 Euclid Ave.  
Cleveland, Ohio 44115

Jerry Sue Thornton Center  
2500 E. 22nd St.  
Cleveland, Ohio 44115

Metropolitan Campus  
2900 Community College Ave.  
Cleveland, Ohio 44115

Tommy LiPuma Center  
for Creative Arts  
2809 Woodland Ave.  
Cleveland, Ohio 44115

Truck Driving Academy  
Heritage Business Park  
23555 Euclid Ave., Suite 105  
Euclid, Ohio 44117

Unified Technologies Center  
2415 Woodland Ave.  
Cleveland, Ohio 44115

Western Campus  
11000 Pleasant Valley Road  
Parma, Ohio 44130

Westshore Campus  
31001 Clemens Road  
Westlake, Ohio 44145

## COVER STORY: THE STATE OF THE COLLEGE

President Alex Johnson outlines the goals and strategies at Tri-C to achieve excellence in outcomes and foster student success.

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## TED KOPPEL MAKES NEWS WITH TRI-C FOUNDATION



Ted Koppel spoke to a packed house at Tri-C Foundation's 2016 Presidential Scholarship Luncheon.

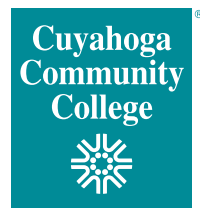
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## STOKES: HONORING THE PAST, INSPIRING THE FUTURE



A communitywide, yearlong celebration of the 50th anniversary of Carl Stokes' election as mayor of Cleveland and a recognition of the career of his brother, Congressman Louis Stokes.

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MEDICAL MUTUAL

## Medical Mutual Makes a 'Winning Investment' in Tri-C Nursing and Health Career Students

Medical Mutual of Ohio recently announced a \$1 million gift to increase the number of scholarships awarded to nursing and health career students at Cuyahoga Community College.

The donation expands the existing Medical Mutual Nursing and Health Careers Endowed Scholarship Fund, established at Tri-C in 2012 through the Cuyahoga Community College Foundation.

Eighty scholarships have been awarded to Medical Mutual Scholars since the scholarship fund began. So far, 31 of those students have graduated from Tri-C and taken jobs helping others across Northeast Ohio.

"It feels great to know we're helping the next generation of nursing and health care professionals as they learn their craft at Tri-C," said Rick Chiricosta, chairman, president and CEO of Medical Mutual. "We know this is a winning investment that will benefit our community for decades to come."

Tri-C President Alex Johnson said the Medical Mutual gift will have an enduring impact. The College ranks among the national leaders in awarding nursing and health career degrees, meeting the need for skilled workers in an industry vital to the region's economy.

"The generosity and commitment of Medical Mutual to the future development of health care professionals in Northeast Ohio is truly inspiring," Johnson said. "This support will change the lives of Tri-C students and every person they care for during their careers."

The donation was announced during the Foundation's Presidential Scholarship Luncheon in November. A story on the luncheon can be found on pages 22-23.

## Drone Academy Takes Flight at Tri-C

A drone academy launched by the Public Safety Center of Excellence at Cuyahoga Community College is introducing first responders to the high-flying technology and its potential uses.

The inaugural academy took place in October at the KeyBank Public Safety Training Center at the College's Western Campus in Parma. The weeklong session provided participants hands-on experience through simulations and practice drills.

Drones are increasingly being deployed by public safety departments in a variety of situations, including search and rescue missions, evidence collection, crime and crash scene investigations and firefighting operations.

"Drones can be a tremendous asset in the public safety field," said Clayton Harris, vice president of public safety and dean of criminal justice at Tri-C. "But like any tool, it's only as effective as its operator. Our goal is to teach how to maximize the benefits of this technology."

The first academy sold out soon after enrollment opened. Given the demand for the course an additional training session was scheduled in November.

Participants must be public safety professionals working in law enforcement, firefighting or other first responder occupations in Northeast Ohio. Harris said academy graduates will be prepared to gain federal certification as a drone pilot.



## Curtain Call

No stage is too big for Cuyahoga Community College theater students, who dazzled Playhouse Square audiences in early November while staging *To Kill a Mockingbird* at the historic Ohio Theatre.

Students from multiple Tri-C campuses performed and worked behind the scenes to bring Harper Lee's classic novel to life on one of the nation's grandest stages. Applause filled the theater after all three performances.

The production was the College's first at the venerable downtown venue.

"The lights don't come much brighter than Playhouse Square," said Paul Cox, the dean of creative arts at Tri-C. "Taking that stage provided an unforgettable learning experience for our students."

And their performance? "One word comes to mind," Cox said. "Bravo."





# *the* STATE *of the* COLLEGE

**Q** You came to the institution with a fairly good sense out of the gate of where you wanted to focus. How did your history with Tri-C, and your time at other community colleges, help you make those decisions?

I wouldn't say I came to Tri-C with preconceived notions. I was familiar with the College from the 11 years I was a campus president, and I had kept connected through Tri-C's strong involvement in higher education at the national level.

But one thing I did know, particularly as a result of state and national trends, was that we would need a more laser-like focus on completion. That would be the number one priority. Everything we did would have to promote that.

So we developed areas through strategic and tactical planning. I talked to a lot of people inside and outside the institution and worked to get everyone engaged. And we have seen results in terms of increased student outcomes.



**What would you say are the greatest strengths of Tri-C?** The College has had phenomenal leadership. Having only four presidents over more than 50 years is almost unheard-of among community colleges, and that continuity has been significant. Their engagement has been important in providing a national stage for Tri-C.

Dr. Charles Chapman launched the College and helped to establish sustainable public support. Dr. Nolen Ellison connected the College to the League for Innovation in the Community College and helped to put Tri-C on the cutting edge of technology in instruction.

And, of course, Dr. Jerry Sue Thornton began the College's involvement in Achieving the Dream and laid the groundwork for our current focus on success for all groups. She also made great strides in fundraising and in networking both locally and nationally to provide the sort of broad-based engagement necessary to meet these goals.

**Three years ago, Tri-C's graduation rates weren't where you wanted. What has been done to improve them?**

We had a lot of things going on — Achieving the Dream, many other smaller initiatives, some successful in a limited way. I wanted to focus on the ones that were beneficial and capitalize on those by engaging more individuals in determining what initiatives could be scaled.

So I created the President's Council, combining administrative and faculty leadership to deal with these important issues related to student success. We now have success councils and other groups on our campuses. And in order to determine the effectiveness of these efforts, we needed to establish benchmarks.

And we have seen significant results: Our Integrated Postsecondary Education Data System (IPEDS) three-year graduation rate, the official rate tracked by the federal government, has risen from 3.7 percent in 2010 to 12.7 percent in 2016. Of course, we are not resting on our laurels. We will continue to work to increase that rate, but we have made phenomenal progress in a short period of time.

**You have forged a unique partnership between administration and faculty at Tri-C. How has this been accomplished?**

Faculty has always been involved, of course, but in the past it was more on an individual basis than a collective basis. That was why I thought it was important to bring groups together to address the challenges we face.

Now there are groups of faculty involved, not just as part of these efforts, but actually leading everything we're doing at the institution — One Door, advising, redesigning the curriculum. I have encouraged faculty members to take leadership roles, including in the administration.

We essentially turned the College upside-down. The campuses are key to everything we have been doing. Now our district-level offices support what goes on at the campus level, rather than dictating what must be done. It's been a fundamental shift, and we now have broader-based engagement not only from the faculty but also from the staff.

**We're talking in the new Jack, Joseph and Morton Mandel Humanities Center. How does this space and this program reflect your vision for Tri-C?**

The Mandel Center is just one example of creating a more expansive student experience that provides opportunities for students not only to excel in the classroom but also to engage in their College and their community.

It's not enough to get an education and a job. It's not just singular success but also applying what you've learned for the community. Our graduates have to get involved in the community. And they have to take on leadership roles to have an impact on creating the policy that ultimately will guide us for years to come.

**Why is equity an important priority for you?**

It's just part of who I am, growing up in a segregated small town in North Carolina and having been involved in the mission of community colleges for so long. It's part of who I am to ensure that people, regardless of their background, are treated fairly and have access to a quality education. People of color, economically disadvantaged individuals, older students, veterans — we need to make sure that individuals have what they need to be successful and have a pathway to a degree or certificate to ensure their outcomes are clear.





**In addition to serving a more traditional college student, Tri-C also has a strong track record preparing people directly for the workforce. How is that part of the College's mission evolving?**

A significant part of our reframing of workforce development has been creating a Board of Visitors. This reflects our reliance on business and industry to shape our programs so individuals develop the competencies and skills they need to succeed in the workforce.

We have to continue to make these programs affordable, connecting to state, federal and private sources to do so. We need to ensure that we have the facilities necessary to provide real-world experiences for our students. We also must be part of intermediaries who can identify job opportunities, help to provide training and secure employment for our graduates.

**As president, you have clearly emphasized communication: You have regular town hall meetings at every campus; you have a biweekly internal blog; you are active on Twitter. Why is communication important to you?** It's important for our stakeholders inside and outside the institution to understand where we are and what we're trying to accomplish. Being transparent, even about the things we are still improving, shows we know what we need to do. That's just what self-regarding institutions do.

**People come to Tri-C for classes, but talk about the flip side. How is Tri-C involved in the community?**

Tri-C has always been involved in the community — as my predecessors said, we are “the community's college.” We have been supported by public levies since the beginning, and it is important to give back, to take on a leadership role in Northeast Ohio.

A significant way we are doing this over the next year is through a new initiative: *Stokes: Honoring the Past, Inspiring the Future*. This will be the 50th anniversary of the election of Carl Stokes as mayor of Cleveland, and he and his brother, Congressman Louis Stokes, had such a striking impact on civil rights in Cleveland and our nation.

So we want to recognize their contributions, but we also want to look forward. We want young people to help to develop and implement policy that will continue that progress for their own generation. Already we have more than 60 organizations on board, and Tri-C's Mandel Humanities Center is taking a leadership role in the initiative. It's an exciting time, and the Stokes initiative is just the tip of the iceberg.

**What's next? What challenges or opportunities will the College be focusing on in the years to come?**

Success and completion. That must remain at the core of what we do. It is of course our mission, but now it is also part of our bottom line. Our state funding is connected to our completion rates, so the more students we graduate, the more resources we have to support those who need more assistance in reaching their goals.

So we will continue to make progress on our graduation and retention rates, and we are working to ensure that this progress holds for all groups of students. While our overall numbers are increasing, the growth has not been consistent for everyone, particularly our students of color. We have to address that gap, and we are already taking steps to do so, with the same broad-based engagement that we have employed against other challenges.

Success and completion are the outcomes, but we cannot talk about them in isolation. We need to provide more expansive workforce options that are closely connected to the needs of employers. We need to increase our community outreach and engagement. And we must ensure that over the next quarter of a century, we can provide students with the updated and well-maintained facilities they will need to be successful.

This is an exciting time to be in Cleveland, and it's an exciting time to be at Tri-C. I am thankful for the opportunities I have had so far, and I'm looking forward to what we will accomplish in the future.

# STUDENT COMPLETION

The urgent need to substantially increase the number of students graduating from community colleges is a national, state and local priority. Cuyahoga Community College will increase the three-year graduation rate for first-time, full-time entering fall students and increase the overall number of certificates and degrees granted annually.



Jamayka Jones

## CODED FOR SUCCESS

JAMAYKA JONES LAUNCHES CAREER THROUGH SOFTWARE DEVELOPMENT ACADEMY AT TRI-C

**A**flair for a new software development academy at Tri-C caught Jamayka Jones' attention as she pulled yet another shift serving coffee to caffeine-craving customers at a downtown Starbucks.

That day would be one of her last wearing a green apron.

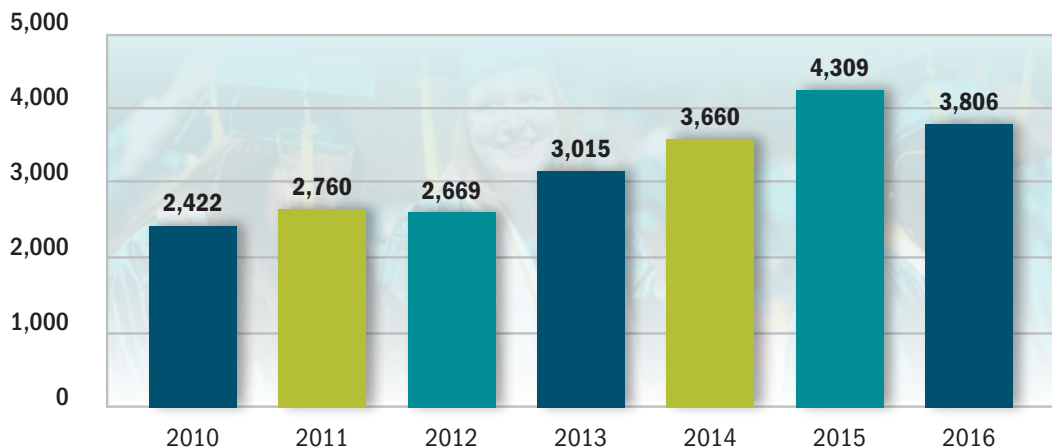
Jones enrolled in Cleveland Codes: The Tri-C Software Developers Academy and landed the high-tech job she always wanted soon after graduating in September. A paid internship offered through the program led to full-time employment.

The 26-year-old Cleveland resident said Cleveland Codes provided opportunities she never saw after earning a bachelor's degree in computer information systems in 2011.

Jones worked at Starbucks for three years while searching for an IT job in Northeast Ohio.

"I knew I still wanted to pursue a career in IT," Jones said. "Tri-C was my way in."

Degrees and Certificates Awarded, 2010-2016





Angelique Patton

## OUT OF THE SHADOWS

TRI-C HELPS ANGELIQUE PATTON GAIN THE CONFIDENCE TO FIND HER BETTER SELF

**L**ife's roadblocks thwarted Angelique Patton a decade ago. Excuses littered her life. When she looked in the mirror, Patton saw the eyes of a failure staring back. "It was a bad situation," Patton recalled. "I quit on myself. I gave up."

The woman in that memory no longer exists. That person disappeared after Patton discovered her new self at Tri-C, where scholarships, tutoring and advising gave her the confidence to succeed.

"I found people at the College who believed in me when I didn't believe in myself," Patton said. "I'm indebted to them. They showed me what was possible. They got my fire burning."

The high school dropout will make her first commencement walk in December when she receives an Associate of Arts from Tri-C. The Mandel Scholar will graduate with academic honors and a near-perfect GPA.

Next year, she'll begin working toward a bachelor's degree while studying urban studies and psychology at Cleveland State University.

The 46-year-old from Euclid said she wants to be a leader within the Greater Cleveland community. Patton hopes to one day open a nonprofit dedicated to helping others unlock their potential.

She said she'll use leadership skills built through her studies at Tri-C's Jack, Joseph and Morton Mandel Humanities Center, where she was in the inaugural class.

"You only go as far as the limitations you put on yourself," Patton said. "I want to help people know that they can dream big. That's where success gets its start. That's the lesson that Tri-C taught me."

## 'A GREAT EDUCATION WITHOUT A GREAT BIG BILL'

PAUL YEAGER WILL GRADUATE DEBT-FREE FROM TRI-C'S NURSING PROGRAM

**P**aul Yeager considered enrolling at a four-year school to pursue a nursing degree. Then he considered how much money he could save pursuing the same goal at Cuyahoga Community College.

That dollars-and-cents decision led Yeager to Tri-C, where he'll graduate debt-free in December with an Associate of Applied Science in nursing.

"I received a great education without a great big bill," said Yeager, 21, of Avon.

Yeager enrolled at Tri-C immediately after earning his diploma from Avon High School in 2014. He loaded up his class schedule — primarily at Westshore Campus in Westlake — and achieved his associate degree requirements in five semesters.

He completed his studies with a rotation at the Cleveland Clinic to gain in-the-field experience. After fall commencement, Yeager plans to work as a nurse while continuing his education.



Paul Yeager

Yeager said the College and his classmates created an atmosphere of achievement: "It's all about learning to everyone who's here," he said. "People are focused on one thing — graduation."

# STUDENT EXPERIENCE

National and local research demonstrates that decreasing time to completion while engaging students in the learning process is essential. The College will provide structured educational pathways and individualized support to track progress and reduce time to college completion for all students.



Professor John Kerezy and students in the First Year Experience class.

## STARTING ON THE RIGHT FOOT

FIRST YEAR SUCCESS SEMINAR GIVES STUDENTS THE TOOLS FOR SUCCESS

**S**uccess is learned at Tri-C. The College's First Year Experience (FYE) program includes a course that shows students how to achieve their goals. The class connects students to campus resources designed to guide them toward graduation.

The one-credit-hour class helps students develop an academic plan while preparing them for the rigors of college. It's also designed to build life skills needed to thrive in the classroom and the community.

Class topics include academic issues such as studying and test taking as well as time management, career planning and finances.

"The idea is to help our students be the best

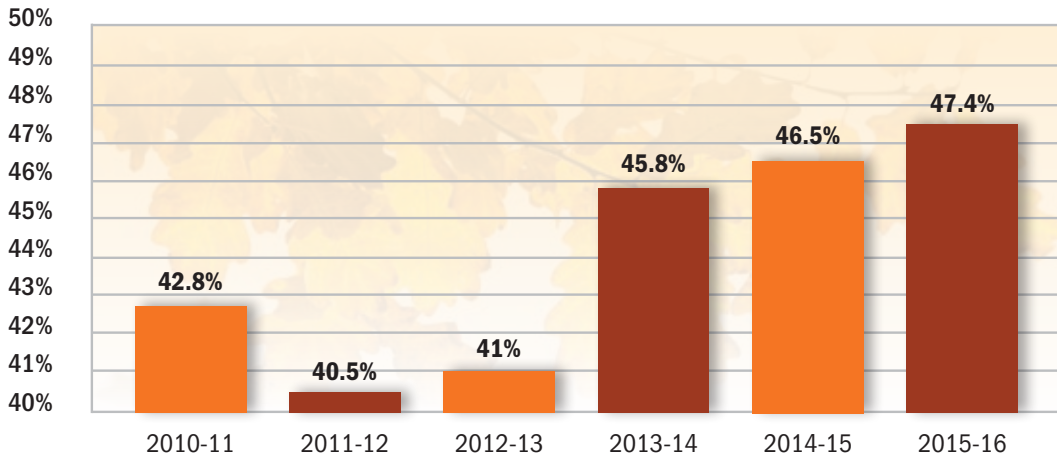
students — and the best people — that they can be," said John Kerezy, an associate professor of journalism and mass communications who has volunteered to teach a First Year Success Seminar.

Kerezy, who has taught at Tri-C for more than a decade, said he enjoys watching students build confidence through the class as they begin their higher education journey.

Rising retention rates at the College suggest that FYE has made a significant difference.

"Giving students the tools they need to succeed is our responsibility," Kerezy said. "What they learn here can be the difference in their whole college experience."

### Fall to Fall Retention Rates, 2010-2016 (Students enrolled in the 16-week term)



## INFORMATION CENTRAL

ONERECORD SYSTEM HOUSES DATA THAT STUDENTS NEED TO SUCCEED

Day in and day out, students come to College offices with questions. Tri-C made it simpler to find the answers through its OneRecord initiative.

Student information stored on various College data systems can now be accessed through a single source in OneRecord's easily searchable system. The program puts all these records at the fingertips of Tri-C staff, making it easier for them to assist students.

OneRecord houses everything from academic records to financial payments to detailed notes from previous meetings with College representatives.

"Time once spent searching through different systems for information can now be used to work directly with a student," said Jerry Hourigan, Tri-C's chief information officer. "OneRecord allows us to devote more time to each person and how we can help them reach their goals."

"It's a powerful tool," Hourigan added, "and it's changing the way we interact with our students."



# OneRecord

Powered by OnBase®



The project fit into Tri-C's ongoing effort to streamline institutional processes to better help students become graduates. OneRecord became operational this fall.

The College worked with Westlake-

based Hyland Software to develop the program, which was built from scratch over a year using the OnBase by Hyland platform. The innovative result is viewed as a model for other colleges to follow.

# EQUITY IN OUTCOMES

Closing the achievement gap in student success outcomes requires an intentional focus on the reallocation of resources to make higher education credentials attainable for all students, regardless of age, race or economic standing.



## CHANGING THE FACE OF FIRST RESPONDERS

TRI-C LEADS EFFORT TO ADD MINORITIES AND WOMEN TO PUBLIC SAFETY FORCES

**T**he class roster of Basic Police Academy 16-080 at Cuyahoga Community College is more than a list of three dozen names. It's a sign of demographic progress.

Women fill one-quarter of the academy seats — a significant percentage increase from previous classes — while 14 cadets are either African-American or Hispanic. The numbers reflect an ongoing College initiative to increase diversity in training programs for first responders.

The effort underway at Tri-C fits into a national movement to build a public safety workforce that is representative of the overall community.

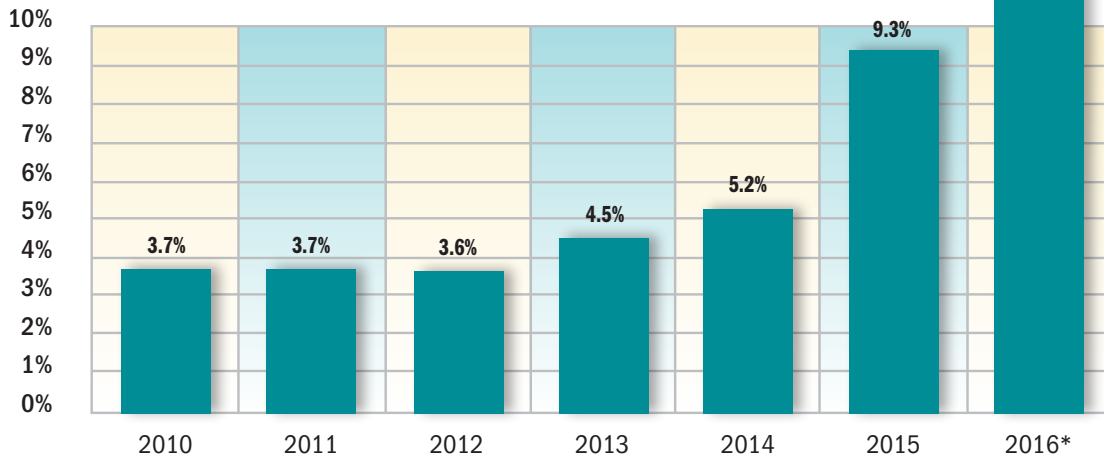
“Public safety agencies are responding to calls

to increase diversity,” said Clayton Harris, vice president of public safety and dean of criminal justice at the College. “Strides have been made, but there is still work to be done.”

At Tri-C’s Public Safety Center of Excellence, a campaign to recruit minority and female candidates for first responder jobs began earlier this year as part of a \$1.4 million grant from the KeyBank Foundation.

The grant supports training for students pursuing careers as law enforcement officers, firefighters, paramedics and other public safety occupations. It seeks to increase the number of minority graduates in those fields by 54 percent and female graduates by 97 percent.

## IPEDS Cohort Graduation Rate, 2010-2016



\*Tentative 2016 Data

## THE PERSONAL TOUCH

JOSE RAMOS GARCIA OFFERS STUDENTS THE SUPPORT THEY NEED

Jose Ramos Garcia knows the graduation rate for African-American and Hispanic students at Tri-C. It's a single-digit number that is his single most priority to change.

While sustained work at the College has significantly increased the overall IPEDS graduation rate (the metric tracked by the federal government), gaps persist for students of color as well as economically disadvantaged and older students. Increased focus and hard work at both the campus and College-wide levels aim to eliminate those gaps.

Tri-C hired Ramos in June to increase retention and graduation numbers for minority students. He spends his days working one-on-one with students across the College in sessions often lasting an hour or more.

Ramos said his job is to support and encourage: "We sit down together and have a heart-to-heart," he said. "Sometimes, a person just needs to hear that they can succeed."

Many of the students Ramos assists are first-generation college students learning to navigate an unfamiliar landscape. They are often unaware of the financial, education and social resources available to help them thrive.

Sharing that information is vital to achieving a positive outcome, Ramos said. A simple discussion explaining available options and programs can be the difference between a student flourishing or failing. That's why Ramos' work, and similar hands-on work by many others across the College, is so important.

"Every student enters Cuyahoga



Jose Ramos Garcia

Community College with an opportunity to graduate," Ramos said. "We want to give them the tools and confidence they need to make the most of that opportunity."

# WORKFORCE IMPACT

A skilled workforce is critical to the economic development and competitive vitality of Northeast Ohio. The College must increase its organizational capability and footprint to provide quality training, products and services for all citizens in the region by ensuring that its workforce training programs are closely aligned with high-demand, rapidly changing industry sectors.

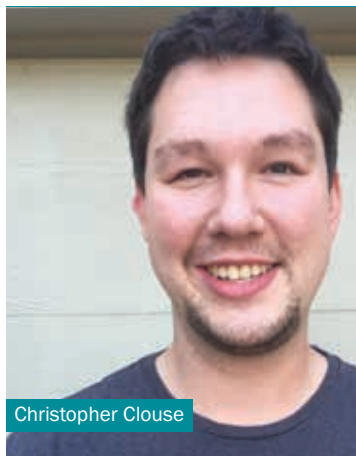
## THE FUTURE IN 3D

DIGITAL DESIGN PROGRAM READIES STUDENTS FOR NEW FORM OF MANUFACTURING

The emergence of 3D printing in the manufacturing space brings with it the need for qualified specialists to work in that space. That's why, in 2012, Cuyahoga Community College launched its 3D Digital Design and Manufacturing Technology program.

The program teaches students how to utilize 3D printing hardware and software, and how that knowledge can be applied across a wide range of industries where manufacturing, modeling and prototyping are integral parts of the research, development and production chain.

To date, nearly 200 Tri-C students have taken classes through the 3D printing program, and enrollment is expected to increase as more and more industries adopt 3D printing technology.



Christopher Clouse

## BURNING BRIGHT

TRI-C WELDING COURSE OFFERS FAST-TRACK CAREER OPTION

Christopher Clouse was drawn to welding for two reasons: First, it's an in-demand career, filled with employers seeking qualified job candidates. Second, he loves the work.

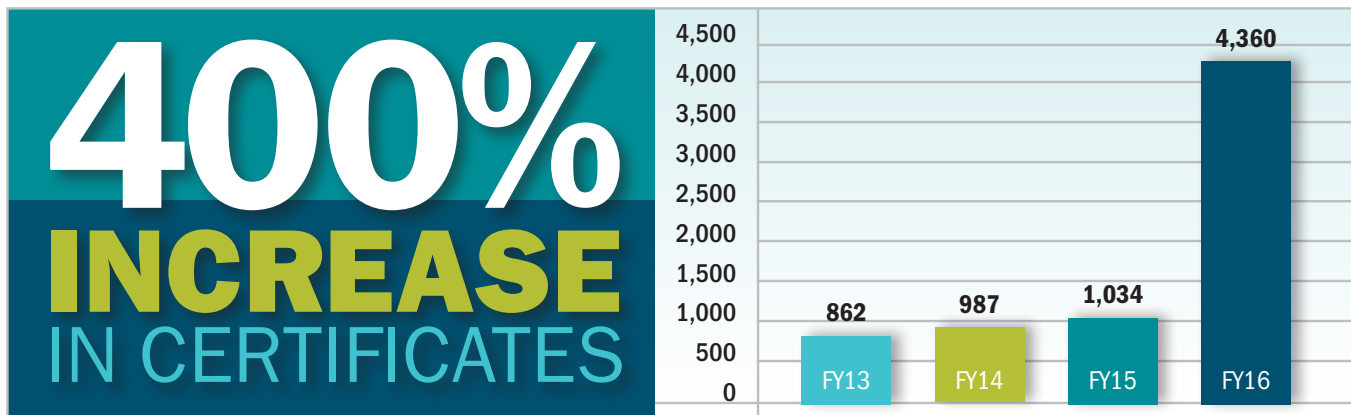
"I've always had an interest in working on things," said the 28-year-old Akron resident. "I love taking something and turning it into something else."

That's why, in August, Clouse enrolled in Cuyahoga Community College's welding program – a 10-week course that gave him a foundation for a stable and solid career, and help in getting that career started with an internship, which he began this fall.

"Tri-C's program is a fast-track program where you learn a lot in a short time," he said. "It will open so many doors for you. Just be on time for class and be ready to pick your professors' brains. Learn as much as you can from them. That's the most important advice I would give."



## Workforce Certificates Awarded, 2013-2016



## BRINGING IDEAS TO LIGHT

COLLEGE'S IDEATION STATION INVITES INNOVATION IN INDUSTRY



**F**ew industries have been shaped by technology to the extent that manufacturing has. Increasingly sophisticated computers and software have turned assembly lines stamping out parts into laboratories where innovation and research consistently produce better, more efficient ways to create new products.

The nerve center of new manufacturing is the fabrication laboratory, or fab lab.

Several years ago, Cuyahoga Community College leadership recognized the role the fab lab would play in manufacturing education and innovation. Their vision resulted in the creation of the Ideation Station, a fab lab designed to serve as both an educational facility to train students in new manufacturing trends and technologies and a resource for regional entrepreneurs.

“As a College facility, the Ideation Station’s first purpose is to serve as a tool to educate our students,” said Alethea Ganaway, who manages both



the College’s additive manufacturing program and the facility itself. “But it will also serve as a maker space for the community. Someone starting or expanding a small business, who wants to prototype a product, will be able to utilize our equipment.”

The equipment includes 3D printers, laser engravers, routers, embroiderers, vinyl cutters and a heat press.

The Ideation Station, located in the Unified Technologies Center in Cleveland, opened with a soft launch

this past summer. Ganaway is hopeful that the facility will become fully operational in early 2017.

“We’re still waiting on the arrival of a few final things, like computer desks and a smartboard,” she said. “But once this is fully operational, the vision for the Ideation Station is that it will become a ‘meeting of the minds’ – a place where students and members of the community can gather, create and exchange ideas with like-minded people, and bring those ideas to life.”

# 5

## STRATEGIC FOCUS #5

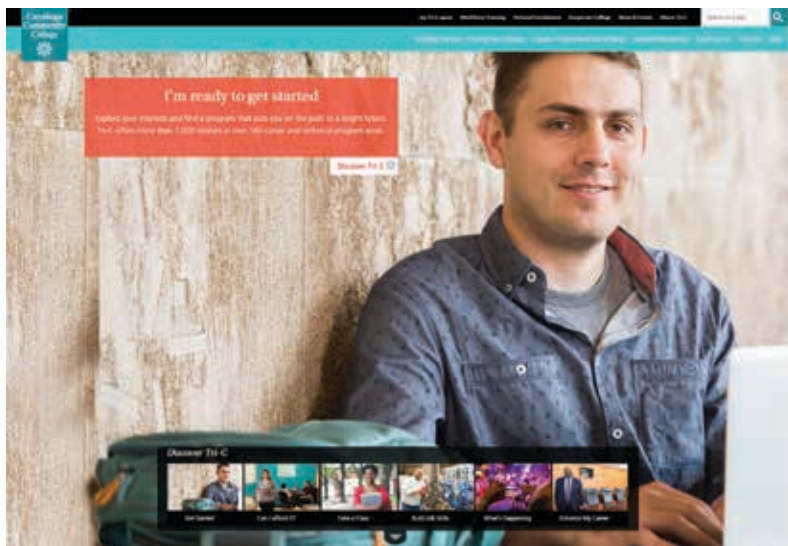
# TRANSPARENCY, ACCOUNTABILITY & COMMUNICATION

Tri-C must hold itself accountable as an organization and remain transparent when communicating outcomes and achievements both internally and externally. By doing so, the College will promote good stewardship of resources and showcase student success.

### COLLEGE WEBSITE

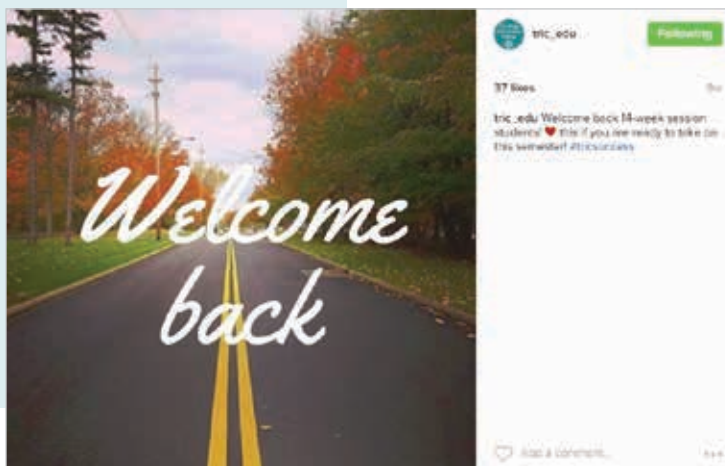
tri-c.edu

- Versatile technology that supports an array of platforms, including mobile smartphones, tablets and laptops
- Web analytics show a steady increase in the number of visitors using mobile devices
- Simple, clean and easy to navigate; vibrant and inviting



[www.instagram.com/tric\\_edu](http://www.instagram.com/tric_edu)

- Instagram has grown 64% in the past year, gaining 667 followers
- Approximately 7k total likes on Instagram images





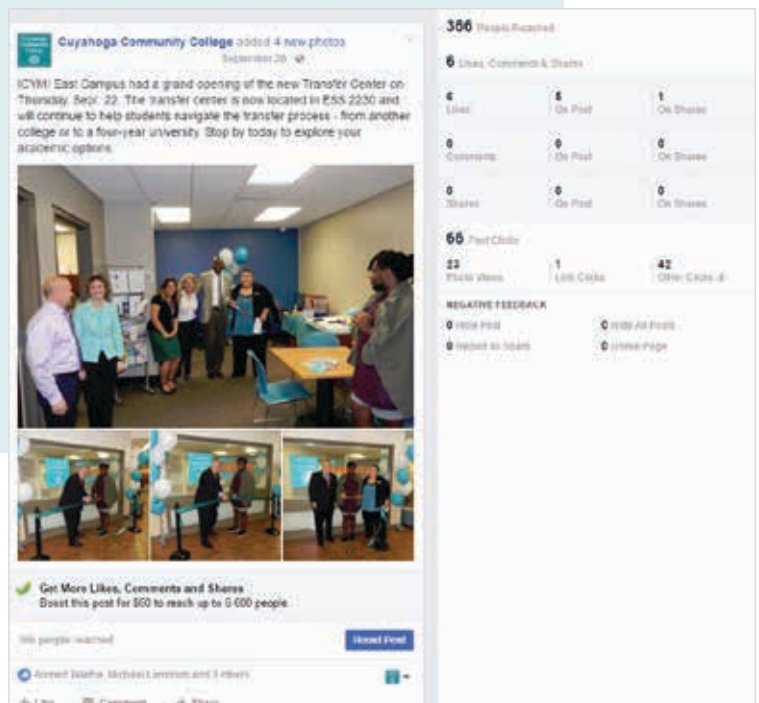
twitter.com/tricedu

- Twitter has grown 36% in the past year, gaining 1,032 followers
- Average of 71k impressions per month
- Average of 306 mentions per month



www.facebook.com/TriC.edu

- More than 16k followers
- Average of 5k monthly engaged users
- Average daily total reach 11.5k
- Average daily organic reach 3k
- Average daily paid reach 8k
- Average monthly impressions 850k



# COMMITMENT, CONTINUITY & COMMUNITY OUTREACH

Northeast Ohio has depended on Tri-C for affordable and accessible educational opportunities for more than half a century. The College commits to maintaining its institutional mission, vision, culture and services in the face of social, economic and political change in order to remain accessible and affordable to the students and community who rely on us.

## TEXTBOOK APPROACH

COLLEGE PROGRAM SAVES MONEY FOR STUDENTS

**C**heryl Knight discovered her passion about four years ago. That was when the now-manager of innovation for the IT Center of Excellence discovered open education resources.

“I didn’t even know what it was at the time,” Knight said.

An open education resource is, essentially, a copyright-free resource, and in many cases they are books — in print and digital formats — made available free or at a low cost, say \$20.

In a day when textbooks can run into the hundreds of dollars, Knight saw an easy opportunity to save students some money. Thus was born the Save 100K project. Knight made it her mission to, at a grassroots level, encourage faculty to use these free or low-cost books in their classroom. She made the pitch at Faculty Colloquium and other College events. She even travels to talk about the idea at conferences.

Some students at Tri-C would take courses, but wouldn’t buy the book because they couldn’t afford it, Knight said.

“If you don’t have the tool that you need, your likelihood of succeeding decreases.”

Save 100K, now in its third year, speaks directly to Tri-C’s commitment to student success and affordability.

“I am proud of [Save 100K]. I am hopeful that it has made a change in students’ lives.”



**IN 2016,  
STUDENTS SAVED**

**\$1.24**

**MILLION  
ON TEXTBOOKS**



## IN TUNE WITH THE TOWN

TRI-C JAZZFEST CLEVELAND BRINGS THE COMMUNITY TOGETHER FOR SHARED CULTURAL EXPERIENCE

According to Cleveland Mayor Frank Jackson, “For more than three decades, Tri-C JazzFest has significantly contributed to Cleveland’s cultural vitality. This downtown summer jazz event brings the community together to experience all Cleveland has to offer, from great music to great food.”

Cuyahoga Community College’s annual JazzFest has welcomed jazz’s top brass to Northeast Ohio for 37 seasons. Performers have included names spoken in revered tones: Ella Fitzgerald, Miles Davis, Chick Corea and many more. JazzFest is one of

the oldest — if not the oldest — continuously running music festivals in Northeast Ohio, generating attendance in 2016 of more than 22,000.

The current festival format comprises a series of ticketed concerts held inside historic Playhouse Square theaters, free outdoor concerts, food trucks and family-friendly activities.

In conjunction with JazzFest each year, the College hosts educational music events and classes, featuring JazzFest performers, for high school students throughout Northeast Ohio.

In 2016, Tri-C unveiled the JazzFest Legends Wall in the Tommy LiPuma

Center for Creative Arts, an interactive installation that tells visitors the history of jazz and JazzFest. In addition, a free community celebration, Keyed Up for JazzFest, ushered in the festival with food trucks and free entertainment around Playhouse Square.

# TED KOPPEL MAKES NEWS

## *with Tri-C Foundation*

Journalist headlines Presidential Scholarship Luncheon that raises \$1.3 million

**T**ed Koppel asked the question in the authoritative voice trusted by millions of nightly news watchers. As usual, it cut to the heart of the day's topic: "Why are community colleges important?"

The veteran journalist paused and surveyed the crowd of 1,000 guests gathered to hear him speak at the Cuyahoga Community College Foundation's 2016 Presidential Scholarship Luncheon.

Then Koppel leaned back in his chair and delivered an answer to his own question.

"Because fundamentally," he said, "knowledge is power."

The pursuit of knowledge at Tri-C received a power boost from Koppel and the luncheon, which raised \$1.3 million for student scholarships. The critically needed funds will help students with financial need pursue higher education and achieve their academic goals.

Koppel headlined the event held Nov. 1 at the Renaissance Cleveland Hotel on Public Square. He spoke for nearly an hour in a conversation moderated by Rick Chiricosta, chairperson of the Foundation.

A spellbound audience listened as Koppel discussed the state of journalism and shared experiences from a reporting career spanning more than five decades, including 26 years at the desk of ABC's Nightline.



Rick Chiricosta, Tri-C Foundation Board chair, leads the Q & A session with keynote speaker Ted Koppel.

The importance of educating the public emerged as a central theme throughout Koppel's remarks. He challenged people to be lifelong learners.

"An informed society is the rock bed of our Democratic system," Koppel said.

Koppel joined a distinguished and diverse list of speakers to serve as keynote speaker at the scholarship luncheon. Since its inception in 1992, the Presidential Scholarship Luncheon has raised more than \$17 million to help Tri-C students.

Those dollars helped create scholarships that have turned dreams into success stories for generations of students. The Foundation awarded scholarships to more than 2,600 students just last year.



Ted Koppel with Megan O'Bryan, vice president of development and Tri-C Foundation.



Alex Johnson greets attendees at the sold-out Presidential Scholarship Luncheon.



College President Alex Johnson told the crowd at the luncheon that their support leads to graduates who contribute to a strong workforce and economic vitality in Northeast Ohio.

“Your contributions go a long way to help students reach their goals of earning their degrees from Tri-C,” Johnson said. “Each gift supports student success through our Foundation scholarships. Your partnership means so much.”

Fifth Third Bank served as presenting sponsor of the Presidential Scholarship Luncheon for the sixth consecutive year.

Overall, nearly 200 donors received recognition during the event for their support.

“I truly believe that the investment in student scholarships is an investment

in the future of the community,” said Jerry Kelsheimer, president and CEO of Fifth Third Bank, Northeastern Ohio, and vice chair of Tri-C’s Board of Trustees.

“The impact of the donations is exponential,” said Megan O’Bryan, vice president of development and the Tri-C Foundation. “Every dollar invested in the College brings a return to the community that is tenfold.”

O’Bryan said Koppel captured the vital role played by Cuyahoga Community College and its scholarship program in his self-answered question.

“A Tri-C education can be life-changing,” she said. “By providing scholarships and access to higher education, the College offers the opportunity for a better future. That’s the power of knowledge.”

Medical Mutual of Ohio announced a significant gift to the College during the Presidential Scholarship Luncheon that will increase the number of scholarships awarded to Tri-C nursing and health career students.

*To learn more about it, see the story on Page 5.*

# STOKES:

## *Honoring the Past, Inspiring the Future of Cleveland*



### **50th anniversary** of Carl Stokes' historic election as mayor to be commemorated in 2017

**T**he 50th anniversary of Carl Stokes' election as mayor of Cleveland will be commemorated in 2017 with a yearlong series of events designed to inspire a new generation of community leaders.

The initiative will honor Mayor Stokes and his brother, Congressman Louis Stokes, and build on their legacy of leadership, advocacy and action. It seeks to use history as a guide for continued social and economic development in Greater Cleveland.

The commemoration is being led by the Jack, Joseph and Morton Mandel Humanities Center at Cuyahoga Community College, the Maltz Museum of Jewish Heritage, Western Reserve Historical Society, Cleveland Foundation, Greater Cleveland Partnership and The City Club of Cleveland.

In total, *Stokes: Honoring the Past, Inspiring the Future* includes more than 60 community partners.

"The accomplishments of Mayor Stokes and Congressman Stokes advanced Cleveland and the nation, and their influence continues to resonate," Tri-C President Alex Johnson said. "Their vision serves as a guide for a vibrant and prosperous future in our city."





Honoring the Past, Inspiring the Future



“The accomplishments of Mayor Stokes and Congressman Stokes advanced Cleveland and the nation, and their influence continues to resonate.”

– Alex Johnson

The commemoration will address a wide spectrum of issues through various activities, including music and theater performances, museum exhibits, academic conferences and an oral history project. A calendar of events will be released in January.

Goals of the Stokes initiative include:

- Celebrating the historical accomplishments of Carl and Louis Stokes while reflecting on their impact on political access and civil rights.
- Considering current challenges related to social justice and

equality and identifying strategies to resolve them through purposeful research, productive discussion and strategic planning.

- Inspiring a new generation to continue the Stokes legacy and create a roadmap for civic engagement.
- Creating lasting tributes as a reminder of the past and our commitment to a better future.

Carl Stokes overturned racial barriers in 1967 by becoming the first African-American to be elected mayor of a major American city. He served two terms while advancing an agenda that still serves as a foundation for Cleveland.

His brother, Louis Stokes, turned to politics after making a profound impact on the civil rights movement as a lawyer. He won election as Ohio's first

African-American congressman in 1968 and served 30 years in the U.S. House of Representatives.

Together, Carl and Louis Stokes made history while setting the framework for the long-term viability of Cleveland.

*Stokes: Honoring the Past, Inspiring the Future* is supported by gifts from many individuals and organizations, including Cleveland Foundation, The George Gund Foundation and Ohio Humanities. More than 20 highly prominent community, government and business leaders chair the initiative.

The commemoration was officially announced in November during a City Club event examining how Mayor Stokes' response to the Cuyahoga River fire in 1969 helped to launch an environmental movement.

For more information on the yearlong commemoration, visit [www.stokes50cle.com](http://www.stokes50cle.com).

# One COOL COMPETITION

## Pierre's Ice Cream Challenge puts Tri-C students to the test

**C**ulinary student Mark McQueen watched as spoons dipped into his entry at the Pierre's Ice Cream Challenge, a dessert competition held at the Hospitality Management Center of Excellence at Cuyahoga Community College.

The room quieted as the panel of judges took a taste of McQueen's lemon and raspberry panna cotta. A one-word verdict broke the silence: "Wow."

McQueen, of Cleveland, won the third annual Pierre's Ice Cream Challenge on Oct. 19 with an artistic and colorful dessert that looked as perfect as it tasted. He topped four other finalists from Tri-C's culinary program.

Students in the competition created an original dessert incorporating a frozen delicacy made by Cleveland-based Pierre's Ice Cream. That left plenty of options, given the company's line of 235 products and flavors of ice cream, sherbets, frozen yogurts, sorbets and other treats.

Judges considered presentation, creativity, difficulty, how the dessert showcased Pierre's products and — of course — taste.

McQueen's winning entry featured Pierre's Raspberry Sherbet and Lemon Sorbet in a recipe that included heavy cream and powdered gelatin. He topped the cool concoction with raspberries and crumbled shortbread cookies and served it in oversized martini glasses.

"I wanted something refreshing," McQueen said. "It took some



Mark McQueen

experimenting, but in the end I thought it came out pretty good."

McQueen has always gravitated toward the kitchen. He attended the culinary arts program at Cleveland's Jane Addams Business Careers Center while in high school. His father is a professional chef.

The 25-year-old began taking classes at Tri-C's Hospitality Management Center last spring after exploring a few other career options. He expects to graduate in fall 2017. His goal is to work as a private chef.

Nearly 50 Tri-C culinary students submitted recipes for the Pierre's Ice Cream Challenge. McQueen was one of five finalists. He joined:

- Humberto Sanchez of Cleveland Heights, who finished second with a rendition of the Italian cannoli that used Pierre's Signature Cherries & Chocolate Chunks Ultimate Ice Cream.

- Angel Betancourt of Westlake, who featured Pierre's Mango Sorbet and Passion Fruit Sorbet in a dessert inspired by his Puerto Rican heritage.
- Beverly Russell of Cleveland, who created a pie-themed treat based around Pierre's Signature Mocha Mud Pie Ultimate Ice Cream.
- Patrick Lyles of Cleveland, who mixed up a three-layer milkshake made with Pierre's Signature Cookie Butter Fudge Ultimate Ice Cream, Premium Classic Vanilla Ice Cream and Homestyle Chocolate Chip Cookie Dough Ice Cream.

The recipes from each of the finalists can be found at [www.pierres.com/blog](http://www.pierres.com/blog).

Pierre's President and CEO Shelley Roth, who served as one of the event judges, said she is always impressed seeing the creative ways Tri-C culinary students use her company's products in the competition.

# BEHIND THE SCENES:

*James L. Gardner Jr.*

*James L. Gardner Jr., 32, lives with his family in South Euclid. He has been a student success specialist on the Metropolitan Campus for about six years.*

**TRI-C TIMES:** What does a student success specialist do?

**GARDNER:** In one word, a student success specialist does everything. Student success specialists manage the Student Ambassador program and plan special events to increase student retention. We assist in the development and implementation of New Student Review, New Student Orientation and New Student Convocation. We also assist the coordination of Early Alert, peer mentoring, Math Prep and case management of Cleveland Metropolitan School District students. Some of us sit on committees College-wide and on individual campuses. We troubleshoot challenges students face with enrollment and provide them with resources. We are even campus guides.

**TCT:** How long have you been doing this, and how has the job changed over the years?

**JG:** I have been in this role for almost six years. The job has changed immensely. With the introduction of President [Alex] Johnson's new initiatives, student success specialists are almost always called upon. For example, student success specialists have become a mandatory part of New Student Orientation and New Student Convocation, and have roles in the First Year Success Seminar courses.

**TCT:** What is your favorite part of the job?

**JG:** My favorite part is my daily interaction with students, administrators, staff and faculty. I enjoy hearing our students' stories. Connecting with students has provided me with invaluable insight and a true understanding of the culture our students seek from the College. I also



enjoy learning about administration. I've learned from distinguished administrators about perspective and looking at the overall scope of the College. Tri-C has some brilliant administrators who make decisions that impact thousands of students.

I love working with my counterparts. Sarah Baldwin is amazing, and Tiffany Parker has been a blessing. I love learning and discussing new policies, procedures and the intricacies that the job presents with staff members such as Jeanetta Autrey and others. The staff on the ground floor are the unsung heroes of the College.

I also appreciate the relationships I have built with faculty. I am continuously encouraged and inspired by faculty members. Terry Webb, David Melnick, Johnnie Reed, Andrew Bajda and David Bernatowicz have been very influential and great sources of knowledge.

As a result of these interactions, I see the College and the students we serve through various lenses. I feel as though these interactions contributed to molding a balanced and measured perspective and demeanor.

**TCT:** Are there any students who stand out in your memory? Why?

**JG:** Quite a few students stand out in my memory – students like Michael Weatherspoon, who overcame bad decisions in his youth and quitting his educational pursuits here at Tri-C on

several occasions. Michael returned to Tri-C, became a leader on campus and graduated. He is one year away from earning his bachelor's degree at Cleveland State University.

I think about Heidi Hubbard and Tawanna Tyson, single mothers who dropped out of high school and endured a really rough stretch in life only to find their purpose here at Tri-C. They become student government representatives.

Jimalice Nieves, a Student Ambassador, was moved to tears after learning that she was accepted into our nursing program. Jimalice works hard for us in the office and applies that same effort to her studies. She is a married mother of two who struggles with finances, like most of our students, but acceptance to the nursing program provided her something with something tangible pointing to a brighter future.

**TCT:** What are some of your favorite things to do when you're not working?

**JG:** I love sports! I play on a co-ed flag football team with my wife and brother, and on a traveling softball team that travels April through October. I love to go fishing with my father, brother and son. I love to play in the backyard or watch cartoons with my daughter and son because my children preserve my youth. I was fortunate to see the Cleveland Indians defeat the Chicago Cubs in Game 1 of the 2016 World Series.



**Where futures begin<sup>SM</sup>**

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