

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Breakout Group 14

1 Reflecting on our vision...
Consider the content and vision casting message you just heard, what resonated with you the most? What challenges do you see?

2 Reflecting on our mission...
What unique strengths or characteristics does Tri-C have that differentiate it from other local educational options that give our students a competitive advantage in getting a good-paying job or getting their BA?

3 Reflecting on our mission...
What skills, knowledge or competencies do you think are most critical for students entering today's job market, either immediately after leaving Tri-C or after further education?

4 Reflecting on our values...
What institutional values might we need to nurture or develop further to meet the challenges ahead?

Strategies to Thrive

What strategies should Tri-C consider to do more than meet the challenges ahead, but thrive?

Focus on students who want to work in high-growth industries	Agility, openness to change	Embed career development into the curriculum	Address change and be proactive about the coming needs	We need to be more intentional about our curriculum and how it prepares students for the future	Address change and be proactive about the coming needs	Focus on students who want to work in high-growth industries	Embed career development into the curriculum	Address change and be proactive about the coming needs	We need to be more intentional about our curriculum and how it prepares students for the future
Ensure financial literacy for all graduates	Enhance and understand AI	Remove barriers: AI, academic technology	Focus on students who want to work in high-growth industries	Embed career development into the curriculum	Address change and be proactive about the coming needs	Ensure financial literacy for all graduates	Enhance and understand AI	Remove barriers: AI, academic technology	Focus on students who want to work in high-growth industries
Enhance digital literacy and programmatic solutions	It's a digital world, design towards that	Cut red tape	Focus on students who want to work in high-growth industries	Embed career development into the curriculum	Address change and be proactive about the coming needs	Enhance digital literacy and programmatic solutions	It's a digital world, design towards that	Cut red tape	Focus on students who want to work in high-growth industries
Learn with Empathy and Compassion	Keep communication open	Become the conduit for change	Focus on students who want to work in high-growth industries	Embed career development into the curriculum	Address change and be proactive about the coming needs	Learn with Empathy and Compassion	Keep communication open	Become the conduit for change	Focus on students who want to work in high-growth industries
Over-communicate and be transparent	Share programmatic patterns of thought	Adaptability	Focus on students who want to work in high-growth industries	Embed career development into the curriculum	Address change and be proactive about the coming needs	Over-communicate and be transparent	Share programmatic patterns of thought	Adaptability	Focus on students who want to work in high-growth industries
Be open to other sources of funding	Expand from all on moving forward	Engage students on campus	Focus on students who want to work in high-growth industries	Embed career development into the curriculum	Address change and be proactive about the coming needs	Be open to other sources of funding	Expand from all on moving forward	Engage students on campus	Focus on students who want to work in high-growth industries
Focus students in the center of everything we do	Be open to other sources of funding	Expand from all on moving forward	Focus on students who want to work in high-growth industries	Embed career development into the curriculum	Address change and be proactive about the coming needs	Focus students in the center of everything we do	Be open to other sources of funding	Expand from all on moving forward	Focus on students who want to work in high-growth industries
Collaborate with the right stakeholders	Engage students on campus	Engage students on campus	Focus on students who want to work in high-growth industries	Embed career development into the curriculum	Address change and be proactive about the coming needs	Collaborate with the right stakeholders	Engage students on campus	Engage students on campus	Focus on students who want to work in high-growth industries
Investigate faculty and staff needs	Engage students on campus	Engage students on campus	Focus on students who want to work in high-growth industries	Embed career development into the curriculum	Address change and be proactive about the coming needs	Investigate faculty and staff needs	Engage students on campus	Engage students on campus	Focus on students who want to work in high-growth industries

Add a sticky note with your **NAME** and how many **YEARS** you've been connected with Tri-C

Double-click on the canvas to add a sticky note.

Listening Session Summary
Management and Staff
Thursday, February 20, 2025

Contents

Question 13
 Summary3
 Responses.....3
Question 28
 Summary8
 Responses.....8
Question 314
 Summary14
 Responses.....14
Question 421
 Summary21
 Responses.....21
Strategies to Thrive.....27
 Summary27
 Responses.....27

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Question 1

Reflecting on our Vision: Consider the context and vision casting message you just heard, what resonated with you the most? What challenges do you see?

Summary

The staff outlined several challenges and opportunities facing community colleges, emphasizing the need for clear ROI, adapting to evolving student needs, fostering collaboration, and improving quality.

They highlight the importance of strategic planning, agility in response to industry demands, and meeting students where they are.

Staff also addresses the decline in support and enrollment, the necessity of thinking outside the box, and the importance of community engagement.

Their responses underscore the need for competency-based education, leveraging technology, and addressing financial and mental health challenges.

The overarching theme is the imperative for community colleges to innovate, differentiate, and remain proactive in a rapidly changing educational landscape.

Responses

Adapting to Demographic Shifts

Changing demographic; meet them where they are

Finding new target demographics

Research into what population actually wants, not what we assume they want

Adapting to Workforce Changes

Agility - how do we keep up with rapidly changing workforce demands

Changes in skills needed for in-demand careers is accelerating

Changes in skillsets needed

How rapidly will directives be changing in this new environment?

Staying current with the needs of industry

Challenges in College Value Perception

Decrease in High School Students

Decreasing population size

HS Graduation rates decreasing

Less support to go to college rather than working

Support for community colleges is decreasing

the perception that college education is no longer needed. 2-year CC needs to show the value over the 4-year.

Value of college decreased

Community College Identity

How do we change the "Community College" stigma?

is CCC run as business or a school

Most community colleges have similar strategic plans. How can we find a way to differentiate?

Recognizing stereotypes about attending a community college

Community-Centric Approach

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Challenge: safe places to get community and support in a timely fashion

Focusing on community, relationships, and collaborative solutions

Make sure the community knows our vision and plan.

we serve the community - what's important needs to be important to us

Cultivating College Culture

College Processes that are tied to outdated paper processes must end to foster new programs and program changes

Fostering a College culture that is open to change

The capital construction schedule of building demolition will affect my program

The college needs to advance its positions to meet demand

Cultural Adaptation and Evolution

Change - need to think about things differently

Must adapt; don't just repackage what we already have

Tri-C culture needs to shift/evolve

we do need to make lots changes in order to move forward

We need have things work through us and not to us.

We need to be honest about our changing environment & address those needs

Embracing Innovative Change

I agree that we need to think outside the box.

move beyond our comfort zone

think outside the box

Thinking Differently

We need to be broader minded when it comes to change. Think outside the box. Don't follow others, create our own future.

We need to be thinking outside the box; challenges would include pushback from those unwilling to commit to change.

Embracing Proactive Adaptation

Adaptability and action. We can't wait and see how things turn out.

Change is inevitable however, the way we adapt to it makes the difference

Having to adapt and be proactive

The need to change and evolve.

Enhancing Learner Value Proposition

Assist students with changing their economic family free for generations

Be creative in identifying and catering to different learner pipelines

Challenge engaging students

do a better job of sharing our success stories

Emphasize quality improvement for HLC reaffirmation (as opposed to compliance)

Focus on adding value to the student experience

How does the institution create buy-in from everyone?

Need to be able to work more collaboratively with faculty to bring impactful change to the classroom

Providing a clear ROI for learners

Providing documentation that there is value, and data that resonates with individuals

The challenge is meeting the evolving student needs to help them succeed

value proposition

Enhancing Student Engagement

1st Generation students

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Getting students high tech access anywhere

Getting students to participate in on campus experience

Getting through to students in different age groups

Meeting potential students where they are? Where might that be?

Industry-Aligned Education

Employer requirements; Gig Economy

jobs offering training on site w/o education requirements

The needs of students and industry are changing.

What types of credentials is industry needing? Do we need more certificates

Navigating Change Challenges

Fear of change

Grow and Change

Lack of planning (or refusing to change) limits our control

The message hasn't changed though change is a constant.

Navigating Demographic Shifts

Challenge: loss of pop. in county is outside the institution's control -- how do we counteract?

Challenges: Increasing our population.

Demographic challenges

Navigating Higher Education Value

Alternative ways to obtain education; new competitors

Can we attract high performing students - offer higher level courses

CCC is first a school- education in whatever form

Desire for individuals to seek out Higher Education

Desire for people to seek out Higher Education

Look at credit for prior learning

Perceived value of education

The public view of the value of higher education.

What will education look like?

Where is education going in the future.

Opportunity Amidst Challenges

Challenge - Time associated with meaningful change

find the opportunity within the challenge

Meet the challenge

Other

Overcoming Resistance to Change

Align program offerings with changing job market

Are we going to do anything with the data

available dollars

Being constantly aware of the changing market

Being proactive and pragmatic

Build bridges toward one another

Challenge: ensuring we keep what's already proven to be working well

Challenge: mental health

Challenge: student's financial instability

community support but really we need people who support within -- to many people are jaded and unwilling to change and look forward to the future with a growth mindset

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Community support dwindling with upcoming levy

Competitors in the market (Coursera, LinkedIn Learning, free online tools)

Consider how students learn, when they can learn (less needs for in-person courses)

Decrease in enrollment and implications for the college and our programs; some programs have increasing enrollment and should be focused on for why and what can be learned

Distilling broad plans to actionable change

Dr. Baston's message is about adapting or being left behind, but we should accept the challenge to not only adapt but be on the forefront of innovation.

Fighting the urge to do the same thing -- radical change is difficult but necessary

Finding ways to adapt to constant change

Government

Hard to substantially change

How can we learn to segment important messages, etc. so the value proposition can be relevant and understood by different populations?

How does our faculty change their teaching to adjust to this new environment.

How does Tri-C make such a major shift?

If there's automatic enrollment for all CMSD students, I'm guessing that will attribute to increased enrollment.

However, where is all the funding coming from?

In the current climate, I fear not being funded to expand our services and community reach

Lacking the general sense of trust among employees after being in a position of fight or flight with the changes over the last several years (including COVID times)

Life is changing so we need to change as well.

My response is to repeat what was said. Enrollment is going down, and will be flatlined per the future prediction.

Not reverting to pre-pandemic patterns of thinking

Resonate - Industry needs changing quickly

Social Media Influences

Some industry are launching their own programs within companies

Stick together

That we need to change with the times and provide solid data that backs up the importance of higher education.

The challenge is breaking from the status quo

To build forward, we need context (past, present, future)

Vision casting needs to be done, just so much already going on

Vision casting sounds like fishing? Are we fishing?

We are doing this work to attempt to get ahead of the challenges

We need competency-based education

We need to challenge ourselves to refrain from working in silos.

We need to focus on community needs & less on what we traditionally did

We need to keep "community" in Community College

We NEED to offer quality online programming

What does it mean to allow something to happen through us?

Strategic Institutional Enhancement

Getting buy in from people who don't like change.

Strategic plans don't often speak to the individuals being served.

Too many changes over the last few years with not enough transparency from leadership.

We lack institutional buy-in for change initiatives.

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Strategic Institutional Planning

Challenge: defending our purpose to the public, which could impact institutional funding and how we are able to serve students.

Most CC strategic plans are strikingly similar but don't predict success--how do we differentiate in a way that will best help our students?

Push college resources. Are students-staff utilizing all support systems they have access too?

Push college resources are students-staff utilizing all support systems they have access too

The college needs to strategically plan, implement, and track future goals.

The college needs to watch external factors and plan accordingly. Staying idle is moving further behind.

Student-Centered Planning

Healthy and honest discussions about how we can help our students and what their needs are in order for us to help.

Planning is important to stay aligned with students needs

Types of educational outcomes that meet student goals

Student-Centric Approach

How in touch are we with student's needs?

Need to meet students where they are

We need to match the students' needs and meet them where they are

Who will our students be and what will their needs be

Tech-Driven Educational Evolution

education requirement changes

Higher tech buildings rather than more buildings

Higher wage jobs available with no degree requirements

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Question 2

Reflecting on our Mission: What unique strengths or characteristics does Tri-C have that differentiate it from other local educational options that give our students a competitive advantage in getting a good paying job or getting their BA?

Summary

Our institution offers the lowest tuition in the state, ensuring affordability and reducing educational debt. We provide a range of educational programs, including workforce training, professional certifications, and stackable credentials, tailored to meet local industry needs.

Strong community and employer partnerships enhance our students' learning and career opportunities.

We support students with various services, such as food pantries, transportation, and extensive student resources. Flexible course options and multiple campus locations make education accessible.

Our dedicated faculty and staff are committed to student success, and our transfer pathways facilitate ease of transition to four-year institutions.

Responses

AA Business Transfer Partnerships

- Faculty and staff that care about helping student's succeed
- Strong culture of care and many resources for students
- We are very supportive of our students

Affordable and Regionally Connected Education

- AA Business that allow student to transfer w/junior status
- Extensive transfer partnerships and articulation agreements with varying institutional types.
- partnerships with 4 yr schools

Affordable Tuition and Workforce Programs

- Affordable tuition
- affordable tuition/ financial aid
- Keeping the cost of tuition affordable for all zip codes.
- Local industry partnerships / training with low cost tuition.
- Low cost tuition and for AA or AS then move to a for year institution.
- Low cost tuition.
- Low tuition (lowest in the state)
- Lower cost leads to less educational debt
- lowest tuition in the state
- Tuition
- Tuition costs and the potential impact of federal funding
- we are affordable, so students can get a degree without getting into serious debt
- We offer a great education at a low price

Certificate Programs and High-Demand Degrees

- Community support
- established history in the region

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Familiarity

In some fields, an excellent reputation

Nationally respected reputation
reputation

Reputation within the community

Support from community

We're recognizable and have a good reputation in workplaces

Community and Employer Partnerships

Availability of resources for our students: food pantry, career corner, scholarships, enrollment to four-year institutions.

Level of student support services

Many free resources, support systems & programs at no cost to students

Many resources to help students be successful

Services: pantry, transportation, among others.

Student support services - wide ranging

Support services - food pantry, Project Go access to benefit

Support services for first gen students especially

Community Support and Reputation

Community Partners

Different types of groups and organizations to get involved with.

Industry partnerships and opportunities for work-based learning

Our partnerships!!!! We need more!

partnerships in the community

Partnerships with Employers and other Institutions

partnerships with local employers

Strong relationships with employers in the community; community relations

University and community partnerships

Convenient Locations for Accessibility

Campuses that are embedded into communities

Ease of transfer to 4 year institutions

Focus on transfer

locations of our campuses

OT 36 for transferring

OT36 Certificate + transfer pathways

Strong Transfer Center

Transferable to 4 year schools

Tri-c offers a BA program at a campus which makes it convenient for students.

We have transfer centers that help place students in 4-yr colleges

Cost-Effective and Accessible Education

Affordable

CCP FREE

closely connected to regional needs

Cost

Cost / Value

Low cost

Low cost, high quality education

lowest price.per ch

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

- Open access admissions
- Our ties with local businesses and organizations
- RTA U-Pass is free
- Ties to local businesses and organizations

Culture of Care and Student Resources

- Ability to adapt and be innovative
- Our ability to innovate, change, and adapt
- Up-to-date technology and platforms

Experienced Faculty with Industry Ties

- Key locations
- Location and cost
- Location(s) to employers
- Locations across the county for easy access
- Multi-campus system with online accessibility
- Multiple locations across Northeast Ohio
- We are in key locations in the city/greater Cleveland area

Flexible Course Scheduling

- Flexible course options (introduction of 12-week term)
- Lots of modality options (on-ground, blended, online, etc)
- Offers flexible learning options to fit many learning styles and schedules
- options for both in-person and online classes -- easy to take classes while working full-time
- variety of learning modalities - 8, week 14 week, etc - online, in person, blended

Flexible Learning Options

- alumni network = career options for future students
- Internships
- Learning and collaborating with like-minded peers
- Opportunities for practical/real world application in their chosen field
- We offer credit, non-credit, internships and apprenticeships with businesses to train and then get employed.

Holistic Student Support

- Advanced Standing Programs
- Program 60&Encore
- relevancy of programs
- ROI especially in in some of our healthcare programs

Innovative Technology and Adaptability

- 1 BA Course
- Different types of courses
- Varied parts of term

Multiple Campus Locations

- A variety of class offerings: in-person, hybrid, evening, etc.
- Flexible course modalities
- Flexible schedules and course modalities
- Flexible scheduling of classes online, day night in person
- Online classes

Other

- Accessible
- Admissions Navigators

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Available workforce, trade, and stackable certificate programs in various industries

Campus engagement for students.

Center for Entrepreneurs

Community and corporate partnerships

contact with local community for knowing what they need so we can tailor what skills our students have dedicated staff

Dr. Baston's vision

ESL options for students

extensive applied degrees

Facilities -CyberCenterManufacturing

Familiar/SafeCommunity RelationshipsShared resources across four campus and additional access centers.

Far reach

Flexibility for students and faculty

Flexibility for those working full time

High quality programs that are recognized not just locally but state and nationally

how to work all types of office equipment

Is Tri-C Applied Bachelors degree seems similar to for-prof schools when the credit didn't transfer.

Low tuition

Many alumni stay local after graduation

Many programs to choose from

Medical programs

Meeting students where they are at - Online, in-person and hybrid

More sessions per semester

non-profit

Offering all the resources to help our students - Career Center (which needs more people due to outcomes of having a

Our flexibility - Options available

Our students- We have something for students of all ages and backgrounds.

Personalized attention

program options that lead to jobs/careers

relationships with high schools and their students and the opportunity it provides

Resources for faculty and students.

Size of the institution

Sports!Go Tops!

Strong Career Services, which are also available to the community

Students can transfer their credits to a 4 year school.

Teaching institution

The wide-ranging academic and workforce offerings

Those that care go the extra mile

Though it's waning, older or long-standing employees who mentor or guide newer or younger employees

Transfer & Career Services

Transfer Pathways

Tri-C has tremendous community support. Its many location options are good for our students and staff

Tri-C is getting better at utilizing community programs like Ohio Options for Adults, EOC, Trio, etc. These are necessary

Value PropositionAccess (online/in-person)

Variety in programs offered.

We are diverse in location and student enrollment--Think tank!

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

We care about students

We have affordable pricing for our courses.

We have great community support

We listen to community needs and adapt our curriculum in real time accordingly

We offer opportunities to our local middle and high schools.

We RARELY use lecture halls and have nice small class sizes.

We reside within the local communities

which means student body is results-oriented

Practical Learning and Career Options

Excellent faculty

Faculty & Staff support

Faculty and instructors with strong ties to industry

knowledgable faculty

The faculty here are amazing and committed to student success.

The talented staff and faculty

Professional Certificates and Educational Avenues

More hands-on support than other institutions

More individualized attention

resources to help a student wholistically

Strong and diverse student support services

Program Relevancy and ROI

Ability to increase our applied program offerings

ability to upskill

Diversity in programming and thought; tailored offerings to the needs of our community

Remedial classes that enable them to improve and advance

Quality Education at Affordable Rates

Convenience of multiple locations

Location of multiple campuses

Multiple campuses

multiple campuses

Multiple campuses enables us to meet students where they are

Support for First-Generation and Non-Traditional Students

Having options for different types of education; ie workforce, professional certifications etc. to keep up with the ever ch

Micro credentials

Our stackable certificates are unique to help competency based learning

Short term certificates

Some students earn nationally recognized credentials.

The certificate programs and degrees available

The opportunity to complete a degree or certificate for high demand jobs in short time.

We have some 2 year programs that graduate students ready to earn good waves, auto, heath care, etc.

Support Services for Student Success

Advisory board involvement w/program development

More workforce programs

Our workforce division is excellent, allowing students to quickly get into the workforce

Variety of workforce and fast track options

We have a great new Workforce Program

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Workforce

Workforce pathways

Workforce program

Workforce Programs

Transfer to Four-Year Institutions

Experience with "nontraditional students"

Experience with non-traditional students

Large portion of students are working or older

Many of our students are first gen students.

Our president gets it. He is focused on student advancement

Sensitivity to 1st generation college students

We offer many services to assist throughout the students journey to support when issues arise

Wrap around services (tutoring, writing center, testing, etc.)

Varied Course Offerings

Can we focus on BS degrees as well as BA?

Professional certificates at a resonable price

We offer many certificates and avenues outside of degrees.

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Question 3

Reflecting on our Mission: What skills, knowledge or competencies do you think are most critical for students entering today's job market, either immediately after leaving Tri-C or after further education?

Summary

The staff's responses highlight the importance of various skills for personal and professional development, including problem-solving, conflict resolution, time management, communication, professionalism, emotional intelligence, adaptability, technical skills, work ethic, critical thinking, teamwork, leadership, and digital literacy.

They also identify the need for practical experience, such as internships and job shadowing, and the ability to navigate new technology and AI.

Additionally, there's a focus on soft skills like customer service, resilience, and the ability to work in diverse environments.

Responses

Adaptability and Flexibility

Ability to adapt and to seek out positive change

Adaptability

Adaptability to a changing environment (internal and external factors causing transitions)

Flexibility

Flexibility and Adaptability

Building Self-Reliance

Financial Literacy

More Adulthood; less parent reliance

More self-reliant

Study skills. Many students need assistance with note taking, studying, taking exams, etc.

Building Work Commitment

a sense of commitment

Consistency in effort

Grit

Work ethic and flexibility

Developing a Growth Mindset

Critical thinking

critical thought and problem solving skills

Having a growth mindset; critical thinking skills

Developing Critical Thinking

Common Sense

Critical thinking

Critical thinking- explicitly demonstrated

Critical thinking skills

Developing Leadership Skills

Accountability

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Independence

Leadership

Responsible

Developing Soft Skills

Interpersonal Skills (ability to work with others)

Life skills

soft skills

Soft skills - opportunities to practice

Soft Skills - teamwork, confidence, integrity

technical skills

Effective Communication Skills

Agency

Communication

COMMUNICATIONS!

confidence

Cross reference information with reliable sources including formal and non-formal research and word-of-mouth

Storytelling

Effective Interpersonal Communication

Comfort with in-person communication

Communication and writing skills

Customer Service Skills (This is utilized in every position)

Good Customer Service skills

increase communication skills

Interpersonal communication & skills

Oral and written communication

personal communication and management skills

Effective Networking and Communication

How to communicate transferable skills.

interview skills

listening skills

Networking skills

Skills with regard to reach out and ask questions

Social networking skills

Social Skills

Soft skills. Ability to communicate

Effective Planning and Leadership

Leadership Skills

Organizational Skills

Planning and organizational skills

Effective Team Collaboration

Learning how to be an effective member of a team

teamwork skills

Working Globally with Cross Functional Teams

Effective Writing Skills

Basic Grammar

Email etiquette

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

How to write a paper properly.

HOW TO WRITE A PROPER EMAIL

How to write a Resume.

Phone Etiquette

Resume writing

Writing a proper email or letter

Writing etiquette

Embracing Change and Feedback

Adaptability, learning that change is constant.

Being adaptable within their job field

openness to constructive feedback

Emerging Tech Skills

AI Tech skills

Learn more about AI and how to use it.

Need to know how to use AI

Tech savvy and comfortable with self teaching new tech skills

The ability to work with the latest tech trends such as AI

Emotional Intelligence and Empathy

Emotional Intelligence

emotional intelligence/ posses emotional IQ

Empathy

Empathy & Compassion

Mental Wellness

Trauma informed

Encouraging Innovation

Ability to practice thinking outside the box.

Diversity of thought

think outside the box

Enhancing Collaboration

Ability to collaborate

Collaborative skills

Enhancing Communication Abilities

Customer service/Interpersonal skills/Communication skills

General communication skills - phone, email, in-person

improved social and communication skills; people skills

Enhancing Reading Skills

Comprehensive skills - reading and understanding what is being asked of you

Reading and assimilating information.

Reading comprehension

Reading information provided to them

Reading ReadingReadingReading

Enhancing Student Support and Learning

Learn to learn or find the tools they need to learn

Learning Disabilities do not dissappear

Need to bridge the gap between what educators believe we need and what is needed by the community

Partner with the library to teach basic skills

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Some students are not prepared for online courses.

Too many students have learning challenges SAS needs to be expanded so can learn how to learn to be in this job market

We have to have hi tech classrooms to help students develop key skill sets

We need more student success specialists and wrap around services.

Essential Life Skills

Common sense communication skills flexibility Time management skills Responsibility

Communication skills

Good communication skills

Life skills - managing/preventing debt, writing/grammar skills, communication skills.

Essential Technology Skills

Basic technical and computer skills.

Digital literacy and the ability to use new technology as it evolves

How to use different types of technology.

Real Technology Skills - MS Office or technology that is used in the workplace

Tech skills

Technical know-how, depending on the program

Technology/Technical Skills

Younger generations have different experiences with tech, but that does not mean they are familiar with tools needed

Fostering Critical Thinking

Critical thinking

critical thinking

Industry Experience and Training

Experience with industry tools

job shadowing and training

Previous experience (internships, shadowing, etc.)

Job Search and Interview Skills

Filling out online applications and interview skills.

How to market themselves, write a resume, interview, and sell their strengths.

interview skills

Job Search Skills

Job Searching skills

Navigation skills

Networking skills

Navigating the Digital World

Digital resilience Computer skills are critical

Digital tools like zoom, breakout rooms

learning how to function in a digital world

Office Tools Proficiency

Computer skills - both basic and job specific

Microsoft Office skills

Skills and competencies for office tools--email, resume building, correspondence.

Other

Ability to fail and recover

Ability to focus

Ability to learn on the fly

Ability to respect others

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

ability to work with diverse groups of people

Advocating for themselves

Anticipating the future and how they can prepare now (being proactive, not reactive to change)

Basic Math & Reading Competency

Be able to thrive in a diverse environment

Civics, how and why to understand politics, the importance of voting, government functions.

Close contact decorum. Social skills have been lost

Collaboration

Common Sense

Communication skills

Complete an internship type opportunity before graduating

Critical thinking

Critical thinking skills

Critical thinking training

Critical thinking, effective communication skills, adaptability, good problem-solving skills, emotional intelligence.

Decerning legitimate news from propaganda

discipline in virtual settings

Excel skills

Flexibility

flexibility in jumping between roles

General office technology skills

Goal setting

good problem solving and communication skills

growth mindset

Health and Wellness for themselves

How to be active in your community.

How to find resources

how to take direction from leadership

How to think critically

Independent Learners - lifelong learning

Information literacy and being able to weed through what is ACTUALLY fake news.

Initiative - the ability to plan and take action.

Interpersonal communication and critical thinking

Job shadow their interested areas to work early on

Know how to work in a group

Knowing what they're getting themselves into

Leadership

Learning how to deal with disruption, learning should not be static

Manners

Maturity

negotiation and mediation skills

Networking - Making human connections.

Not blaming others for one's inadequacies

Not copying others information as your own

Open mindedness & a desire to learn, grow, adapt

Patience

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Perseverance

Practical hands-on skills

Punctuality

Research & presentation skills

research skills

Resilience

Resourcefulness

self-directed and accountable

self-reflection

Self-Starting / Initiative

Showing up

soft skills

Soft skills! High EQ, Communication, Problem-solving, time-management, leadership, creativity

Strategic planning

Teamwork

teamwork

Teamwork and how to work collaboratively with others

Timeliness

trade skills - plumbing, electrical, etc.

Understanding that failure is possible

Understanding the job markets - in career jobs and pay rates

Willingness to adapt to new things

work ethic

Work ethic Critical thinking skills

working in a diverse environment

Problem-Solving and Conflict Management

Ability to research and measure results for some majors

break down fear of the future to how they can function in the future

Conflict Management

Conflict resolution

Conflict Resolution skills

crisis intervention trained

Negotiating / Advocating for yourself

Problem Solving

Problem Solving

Problem solving skills

Problem-solving skills

Results-oriented

Troubleshooting

Professionalism and Communication

Career Management

Professional communication skills/professionalism

Professional Composure

Professional Writing Skills

Professionalism

Professionalism

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

reality! Expectations of the real work world for their field

Promoting Mental Health

How to be resourceful

Strategies for Mental Health

Understanding of job roles, growth, etc..

Time Management and Prioritization

Attention Span

Be able to prioritize

Financial Management

Paying the bill on time

Sense of urgency

Time management

TIME MANAGEMENT!

Time management! Absenteeism is rampant

Understanding how to prioritize and manage workload

Understanding AI and Technology

Artificial Intelligence

Technology and AI

Technology Skills - Navigate AI

Understand the difference between stuff that is AI generated and stuff that is real.

Work Ethic and Professionalism

Hands on in the workforce.

Mental awareness of workforce

pride in work

Solid knowledge of work ethic

strong work ethic

work ethic

WORK ETHICS!!!!

Listening Session Summary
Management and Staff
Thursday, February 20, 2025

Question 4

Reflecting on our Values: What institutional values might we need to nurture or develop further to meet the challenges ahead?

Summary

The responses emphasize the importance of adaptability, transparency, empathy, collaboration, innovation, and community engagement in educational institutions.

Staff highlight the need for openness to change, streamlining processes, leveraging technology, clear communication, respect, and valuing employees. The focus is on fostering a supportive and inclusive environment for students, enhancing operational efficiencies, and maintaining integrity.

There is a call for better training, professional development, and collaboration across campuses.

Staff also stress the significance of student-centered approaches, academic excellence, and providing comprehensive support for students' well-being and success.

Responses

Academic Integrity and Freedom

- Academic freedom
- academic integrity & rigor
- Protecting the "market place of ideas"

Academic Support and Excellence

- Department Financial & Budgeting support to fulfill students needs with college available resources
- Support, develop, and hire faculty (FT & PT)
- We need to nurture academic excellence by supporting our teachers with better pay and mental health support

Accessibility and Inclusivity

- Accessibility
- Accommodations
- Providing space where necessary

Care and Community Respect

- Attention
- Care
- Community
- Mental awareness
- respect

Career Preparation and Community Engagement

- Making it easy for ANYONE to get into school and learn.
- Preparing students to be a contributing member of a community.
- Setting graduates up for good paying careers.

Change Management and Transformation

- Communicating change
- Making the transitions easier
- More transformational and less transactional (when possible)

Collaborative Educational Environment

- Become the NEO hub for the best transfer programs

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Collaboration

Collaboration with national higher ed community

Collaboration, both internal and external

Collaborating with industry and employers

increased collaboration across the college

stronger connections across campuses

We need nurture collaboration and teamwork between administration and faculty

Community Building and Support

Continuing to tell our story to the community to nurture support

Create good citizens

Focus on community strength that comes from educations and opportunity

Fostering our positive role in the community.

Nurture community within

Community Engagement and Inclusion

Community engagement

community outreach and integration

Inclusion, acceptance, and outreach

Nurturing community partnerships (not just establishing)

Consistency and Staff Development

College-wide policies and processes rather than campus

Consistency across all campuses

dedication to education and growth of staff. i have seen so much more involvement of staff which is greatly appreciated

Evaluate the number of staff per campus and function, so it more closely aligns with said campus volume and to provide

Having events on campus for students

meeting students where they're at

Need life coaches and HUBS (metro) to assist students on each campus.

Promoting and development from within the institution

Embracing Change and Innovation

Adaptability

Agility of programs - being open to change

Be open to change

Be open to new updated ideas/way of doing things.

change acceptance

changing with the times

Education is changing

embrace creative opportunities for growth

Flexibility

Focus on what changes might be in the future

openness to change

Openness to change and adaptation

Thinking outside the box and understanding the changes happening at the local, state and federal level

Willingness to change and try new things

Empathy and Respect

Being nice

Compassion for and understanding the students' needs

Empathy

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

empathy - be able to "read the room"

Empathy for others

empathy for students

Leading with Empathy and Compassion

Respecting others

Sense of belonging

Treat everyone the same

Employee Development and Empowerment

DEI training by whatever new name we need to call it

Adequate training for new positions/responsibilities

cross training is celebrated and recommended

Empower & trust your employees to do what you hired them to do

Get the employees who know what they are doing and are most affected at the table when decisions are made

Hire the right people for the job at hand

Training/Professional Development

Trusting employees who actually offer skills and knowledge in their fields of expertise

Upskilling in staff, faculty, admin

Valuing it's employees

Ethics and Accountability

Accountability

Ethical and moral values

Fiscal Responsibility

Respect and accountability

Self Accountability

Financial Awareness and Efficiency

Agility

Ease of finding information

Efficiency

Efficiency

Fiscal Awareness - what does it really cost to run programs

Sound managerial ability

Innovation and Creative Thinking

Actually having brainstorming session where outcomes haven't been decided already

Keep Innovating!

More bottom up and less top down mentality

True innovation through original and empirical research to measure our impact

We need value new ideas and creative thinking

We should be on the cutting edge

Integrity and Responsibility

Integrity

Ownership and responsibility

Service, Ethics, Morals

Other

Community Loyalty

Confidence and self-esteem

Consistency

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Creating Digital Citizens

Curiosity

customer service / student experience

Customer Service Training

Day to day waste - electric charging stations are good but plastic waste isn't

Diversity

Diversity and living in a multicultural country and a global society.

Diversity/working with diverse groups

Equity in Access and Opportunity

Establish meaningful point of contacts for students

Find creative ways to support our most at-risk students

Focus on quality improvement

focus on students academic goals and how to get them there

Focusing on the future-thinking ahead

Further develop excellent customer service

Get leadership without just academic backgrounds

Give a hand up to those who are not up to standards

growth mindset for faculty and staff

Have an attitude of "can do"

Helping students understand consequences

Honesty

honesty throughout

Improve error rates with training

Inclusion

Inform or reinforce Tri-C's value to community

Integrity

Interdepartmental communication

Keep positive in all situations

Maintain college level requirements. Don't lessen college requirements or outcomes but rather bring the student up to

Maintain our colleges integrity

More support resources offered to students to help them be successful. Such as tutoring, research support, writing. Bu

not relying on AI

Nurture trust, respect, and confidence to grow our support with the community

obtain stronger understanding of what we are doing in other department/roles across the college

Online vs. classroom experiences

Proactive and robust efforts focused on persistence/retention

Provide shelter for students who need a place to live while learning.

Real world application

Resilience

Reward merit in all areas

Safe Space

seeking both quantitative and qualitative information

Self-advocacy

Setting students up to be self-sufficient.

sharing institutional knowledge and training with others and new employees!!!!

Something to boost employee morale. From what I see, moral is at an all- time low and, unfortunately, getting worse.

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Student centered processes that are virtual

Student Focused Approach

Students first

Students first - you are responsible for the student experience from the first meeting to resolution

Succession planning

Support and communication

Supporting students/employees

teaching excellence

Truthful honest communication with students, staff and community

Utilizing the current strengths

valuing asking questions and going above and beyond

We need clear procedures for when a student discloses abuse

Process Optimization and Innovation

Adopting more software platforms is NOT always the answer

Define the process before creating paper forms

Develop workflows that create efficiency

Leverage AI

Not be afraid to "blow up" current processes so we can build more efficient ways

Process Efficiency - need to improve

Process improvement and enhance operational efficiencies

Streamlining processes

Technical and technological innovation

Utilize technology to our advantage

Relationship Building and Collaboration

Building connections

Building relationships

Engagement, inclusivity and collaboration

Student Advising and Engagement

Be intentional on simplifying advising for student success

more focus on enrolment less on placement

Student Engagement

Student Support and Curriculum Diversity

Ability to assist students with trauma, and the ability to have a warm hand off to representatives who can assist with more

Belief in and comprehensive support for students

Fortitude and skill in telling students when they are not doing well/are deficient, how they can improve, and then leave

perseverance for our students

Respect for each other and our students

Robust and diverse curriculum

Student Support Services

Create connections and pathways that lead to a life sustaining wages after Tri-C

New opportunities for short-term certificates and micro-credentials (especially for AA/AS students who intend to transfer)

We need a highway between the Cleveland rape crisis center to help the plethora of students who are victims of sexual violence

We need housing solutions

We need stronger connections and more representatives from the DODD and OOD to connect our disabled students to resources

Student-Centered Education

Keep students at the center of everything we do

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Life application for our students

We need to be more aware of how many of our students live in poverty and find practical and creative ways to sustain th

Student-Centric Approach

Continuing to have the student's in mind when making decisions

student-first mentality from both staff and faculty

Student-focus

Yearly reflection on what each of us can do to improve efficiency, student experience

Transparency and Communication

Clear communication

Communication of needs from staff and for leadership to hear them and act on it

Leadership

Transparency

transparency

Transparency from leadership

Transparency, transparency, and more transparency.

Strategies to Thrive

What strategies should Tri-C consider to do more than meet the challenges ahead, but thrive?

Summary

To thrive, staff emphasize the importance of agility, adaptability, and openness to change in response to evolving technological and demographic trends. They highlight the need for transparency, evidence-based decision-making, financial literacy, and comprehensive support for students throughout their educational journey.

They advocate for simplification of processes, removal of barriers, and fostering a culture of empathy, compassion, and pragmatic solutions. They also stress the significance of communication, collaboration, and valuing diverse skill sets among staff and leaders.

The focus is on meeting students' needs holistically, enhancing staff morale, and leveraging community and corporate partnerships to drive institutional progress.

Responses

Adapting to Change and Transparency

Adaptable

Agility - open to change

Be open to change

Be willing and able to adapt

Cater to the needs of our changing demographics

It's a digital world, design towards that

Keep abreast of changes and be swift in conforming to them.

Open to change

Open to change, thoughtful and intentional, evidenced based and collaborative

The world is changing and we have to change with it including technology.

Transparency

Empathy and Community Engagement

Embrace and understand AI.

embrace change and be focused on what the community needs

Embrace pragmatism and pragmatic solutions

Lead with Empathy and Compassion

Think outside the box and

We should find creative ways to give happily and generously to the community

Empowering Diverse Leadership

Empower Tri-C employees to adapt

Make sure we are ready to meet changing demands by getting diversified backgrounds for our leaders. NOT just academics

Value Skill Sets

Navigating Post-Pandemic Changes

Become the conduit for change

Embrace change and communicate those changes

Shed pre-pandemic patterns of thought

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Other

Be open to other sources of funding.

Become Focused. There are way too many software programs, and too many individual programs.

CC

Collaborate with the right stakeholders

Community and corporate partnerships

Competency based programs

Differentiate from other institutions in NE Ohio.

Embed career development into the curriculum

Embrace service and "value added" to one-another as the foundation to all initiatives.

Fiscal Awareness - What does it really cost to run programs?

foster collaboration between campuses, NOT competition

i love all the information gathering sessions!! it is so important to hear from everyone!! great job!!

Input from all on moving forward

Keep communication open

Keep faculty/staff informed of change, but also seek/listen to their input in how to adapt

Listen to new employees who have come from outside Tri-C who have different experiences that can help move Tri-C forward.

Listen to process of those who do them daily!

Listen to the employees who are on campus

Not all campuses are equal. Quit trying to make 4 (equal) campuses. Volume counts. Thinking outside the box might let us use our locations more strategically and more appropriate to community needs. Would be more fiscally responsible too.

Partner with a company that is used as an industry and partner with them to certify students

Remove campus mindset, and move to a Tri-C mindset, including processes and other infrastructure

We are so behind with competency education - the future

Will I get fired for honestly answering the questions?

Will these thoughts actually be considered?

Staff Empowerment and Morale

Empower Staff To Add to the Conversation

increase communication within the college

Increase faculty and staff morale!!

Staff Training and Empowerment

Empower the staff who have the knowledge and skills to move the institution forward

Listen to their employees who know what they're talking about

Managerial training & customer service for frontline staff

Streamlining Operations

Cut red tape

Remove barriers - MFA, outdated technology.

Simplify processes.

Student-Centric Approach

Strive to meet the STUDENTS needs, not the needs of the institution.

Talk to staff on the front line who know what students are dealing with on a daily basis so we can help those who need it most.

Tri-C needs to meet the needs of the students as a whole person and not just a student paying for an education.

Many have been left out of so much and struggle to just survive.

Listening Session Summary

Management and Staff

Thursday, February 20, 2025

Supporting Student Success

Be A Resource for Students

Create a medical fund for students who have a balance from withdrawing due to medical circumstances

Engage students on campus

Ensure financial literacy with every graduate.

Increase sources of college funding support

Keep students at the center of everything we do

Keep tuition costs affordable

Look to supporting the whole student cycle from admission to job search and beyond (continued ed).

Make it easy for students to navigate admissions and coursework

supporting the student as a whole in order for them to be successful