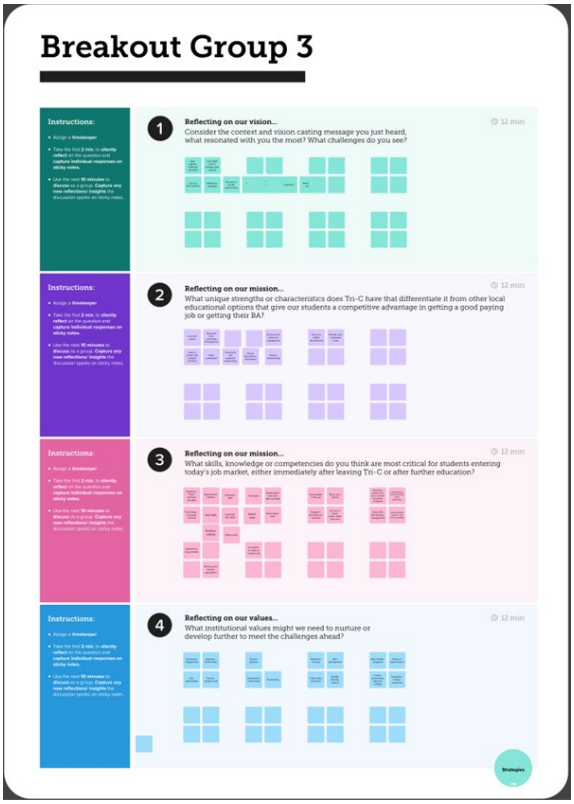
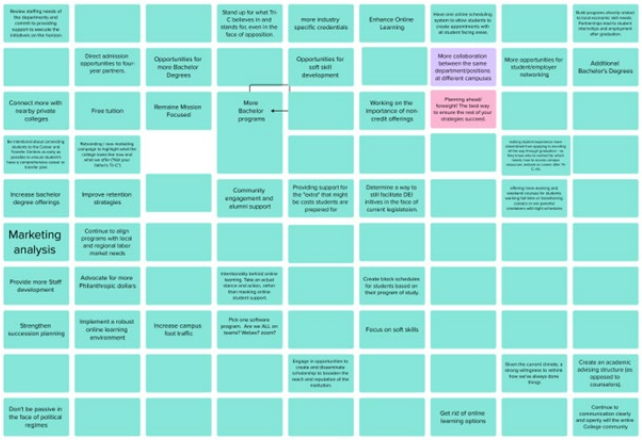
Listening Session Summary
Management and Staff
Tuesday, February 18, 2025



Strategies to Thrive

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



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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 responses emphasize the importance of acting and adapting to avoid being left behind. It highlights the need for designing one's destiny, building bridges, and working together as a community.

Key themes include cultural changes in education, resilience, inclusivity, and the challenges faced by community colleges. Strategic planning, innovation, and balancing online and on-ground classes are crucial. The responses underscores the importance of addressing individual group challenges to provide needed support and emphasizes the significance of proactive measures and investment in community and student programs.

Responses

Community Building and Collaboration
...As a community
Bridges toward one another
build bridges
Building bridges
Dr. Baston just mentioned "community needs to stick together building bridges," but we just paused the LBGTQ center moving forward. We are removing DEI, so we're saying stick together but without acknowledging the challenges of individual groups so we can actually provide the needed support.
Working together
Embracing Cultural Adaptation
Adapt or be left behind
Adaptability
Adapt Change through us
challenges
Cultural changes in education
Stick together, challenge ourselves
HLC Reaccreditation and Academic Support
2027 HLC Reaccreditation
Community colleges have different challenges than 4 year
English and Math in the first year
HLC Reaffirmation in 2027-2028 school year
Navigating Enrollment Challenges
Challenges exist in our changing enrollment
Challenges in higher ed (generally)
Schedule balance of online and on-ground classes
Trending up because we were so low in enrollment

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Other

"Not allowing things to happen to us" -- we just paused grant-funded positions and a Pride PM position to be "proactive" so things are already happening to us.
Building programs and opportunities that are both an investment for the community and the students.
Importance of planning
Leaning In
Push for innovation in times of change
We're surprised by the Levy EVERY time

Resilience and Strategic Planning

2028 Levy campaign
Emphasizing resilience and inclusivity over the next four years
I think Dr. Baston's emphasis on resilience will be important over the next 4 years
June 2025 current strategic plan sunsets
Whats in next 5 years? Priorities changing

Seizing Opportunities and Building Bridges

Act now or be left behind later
Act now or get left behind
Adapt now or risk being left behind.Build bridges
Adapt or be left behind
Design own destiny.Unique opportunity
designing destiny
Now's the time!

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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

The Career and Transfer Centers provide comprehensive support to students, helping them align their academic plans with long-term career and transfer goals. They offer holistic transfer planning, strong community partnerships, multiple campus locations, and affordable tuition. Students can access free tutoring, flexible scheduling, practical education opportunities, internships, and career services. The centers emphasize student engagement, skillset development, and adapting programs to local economic needs. The focus is on ensuring students are well-prepared for their future careers and academic advancements through personalized and accessible support.

Responses

Advising and Scheduling Flexibility
Ability to meet with advisors both virtually and in person.
Flexibility
Flexibily in scheduling terms
Affordable and Flexible Education
Affordable options for all students
Affordable tuition
Flexible class schedules/terms
Low cost tuition
Low tuition costs

The affordability, the wide range of credit and non-credit programs, multiple campuses to ease transportation concerns, multiple modalities for courses (in-person, online, morning and evening) - we provide options for students at different stages of their academic and professional careers (CCP, Program60, students making career changes, etc.)
Brand Recognition and Value Proposition
Access
Brand
Name recognition
Not sure if I am doing this right
Price
quicker access to resources
Value proposition
We are well-known in the area. Branding.
Career Development Programs

Career Center that offers job shadow opportunities, summer internship program, bus tours to allow students to get on-site, hands-on experience. (all of the experiential learning opportunities (outside the SIP program are grant funded and could be removed based on our current government directives)
Health Career Programs (Nursing)
Internships/Exposure for students

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Practical education leading to known job opportunities
Virtual tools like Career Coach to help students determine the best Career Path for them and Handshake that allow them to connect with employers/jobs/internships/events connected to their desired path.

Community Engagement and Partnerships

Community and employer partnerships
Community partnerships
Create new programs to match local economic needs
Leverage partnerships with established employers and universities
Relationship with community partners
Represent local community demographics
Strong connections with both external and internal stakeholders

Convenient Campus Locations

Close to home
Ease of access
Ease of access and multiple locations
Great customer service
Multiple campus locations - flexibility in options
multiple campuses
Multiple locations
Some state-of-the-art facilities

Customized Support and Adaptability

Articulation agreements
Individulized support
OUr ability to pivot based on enviornmental changes

Other

Administrators who are intentionally engaging in strategic planning to advance quality improvement initiatives.
Device like hotspots is offered to current students so they can continue to attend their online classes and complete their homework
Diverse student body
Excellent faculty & dedicated staff who truly care about student success
Many options for working adults
More in-person classes.
online offerings
Value/ low student loans
Vast offerings
workforce/non-credit options

Student Engagement and Support

Ability to meet students where they are in life
Strong out of classroom engagement
Student engagement activities for everyone

Student Success and Transfer Support

A transfer center designed entirely to help students move to a four-year school.
Center for Entrepreneurship

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Co-located Career and Transfer Centers on all campuses to ensure students receive support for their long-term career and transfer plans.

Connecting students to the Transfer Center early to ensure academic plans/majors align with long-term bachelor's degree goals.

Dedicated Career and Transfer Center teams who center student needs in all of their work.

Enrollment Center at Westshore that truly cares and makes connections to career/transfer/counselors to ensure they are on the right path.

Facilitating connections between students and four-year partners to build student confidence and comfort through events and external advising.

Holistic transfer planning to ensure four-year target schools fit both students' academic and personal needs.

I think our free services for all students can really help matriculate and be prepared for the future, i.e. Career Services, Counseling, etc.

Most high functioning, cutting edge, Transfer Center who works collaboratively with Career center to ensure that students are in the correct transfer programs to allow them to achieve their career goals.

Supportive Learning Environment

Having our own Foundation Office/Scholarships

Location, location, location...our campuses are conveniently located and cost is the lowest in the state.

Low cost tuition

Lowest tuition

small class sizes

Strong Educational Foundation

We offer free excellent tutoring to students. Our tutors are experts in their fields (not students)

Workforce Skill Development

Focus on skillset development

Increase medical training programs - Cleveland is a medical hub for the country

Programs built around local skill needs and recently arrived immigrants. Re-tool current programs to match local economic needs.

Workforce Programs

Workforce training opportunities

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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

To be successful in their careers, students need a blend of critical thinking, problem-solving, adaptability, and flexibility. They should develop strong communication and interpersonal skills, ethical decision-making, and information literacy. Understanding diversity, persistence, and a willingness to learn and grow are crucial, as are networking and organizational abilities. Technical skills, financial literacy, AI knowledge, and the ability to recognize misinformation are also important.

Employers value teamwork, independence, and the ability to work with diverse populations. Relevant industry-specific skills, job shadowing, and internships help narrow career interests and build practical experience.

Understanding the impact of social media on employability, self-advocacy, and maintaining a strong work ethic are also essential.

Overall, a combination of hard and soft skills tailored to individual career paths is necessary.

Responses

Adaptability and Growth Mindset
Adaptability
Adaptability and Flexibility
Exploring new ideas
Flexibility
Open to change/can't be stuck in your own ways
Persistence
See Natalie H. for more information
Understanding and tolerance of diversity
Willing to learn
Willingness to continue learning and growing
AI Awareness and Information Literacy
AI knowledge
Knowledge of resources available
Recognizing misinformation/ know fake news
Students need to understand AI and know the benefits and its limitations
Career Readiness and Skill Development
An understanding of how their social media presence impacts their employability.
prior work or internship experience, networking, interview prep, resume building, degree or certificate geared towards particular field of entry, soft skills
Relevant skills in their field - required internships
Skills they need to just be an overall successful employee

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Social Capital

Students need to understand the steps needed to achieve their long-term career goals (certifications, bachelor's degree, graduate degree, professional degree, etc.)

Career Skills Development

Industry-specific skills that students gain through workforce programs
job shadowing to help narrowing in on their field of interest and what matches their skills and goals
On the job training

Communication Skills Enhancement

Ability to write in non threatening manner
Presentation skills
Verbal skills
Written skills

Financial Literacy and Planning

Financial Literacy
Financial Planning
understanding of US economy/world econcomy

Interpersonal Skills Development

Communication
Connections within field/networking
Interpersonal communication
Networking
Organizational Skills
Speaking. Share opinions/thoughts
Teamwork skills
Teamwork/Collaboration skills

Other

Ability to Network. It's not just what you know. It's what you know and who you know.
Ability to speak in person
CommunicationSkills
Depends on the field
financial competency
Hard skills like financial management
How to write a professional email
Independent work with little oversight
interpersonal skills
Knowledge of self and personal strengths
Research and Resource skills
Self-Advocacy
Show up in-person
Soft skills
Teamwork
Technologically savvy
Technology - Computer skills/AI
They need a strong mix of technical skills and transferable skills.

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This would be tailored by their individual career. Overall though, employers want strong communication, ability to collaborate, and adaptability.
Time Management
Time management skills
Working with diverse populations
Professional Skills Development
Critical Thinking
Critical thinking ability
Critical thinking skills
ethical decision making
Holistic mindset
information literacy
Problem solving
understanding how the "real world" operates
Soft Skills Development
Communication / soft skills
Soft skills
Soft SKills - ability to communicate, etc.'
Work Ethic and Professionalism
Attendance & punctuality
Demonstrate initiative
Engage in their place of business
Look people in the eye
Not rely on instant results, rather hard work
perception vs reality of having a job
Right attitude
Strong work ethic
Working Independently

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Question 4

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

Summary

Tri-C is focused on community and alumni engagement, fundraising, employer partnerships, and acquisition of other institutions. Emphasizing teamwork and collaboration across campuses, the institution prioritizes student-focused academic excellence and holistic approaches to support every student.

Tri-C values compassion, respect, diversity, equity, and inclusion, and is committed to transparency, flexibility, and innovation.

Tri-C aims to provide accessible and affordable education, prepare students for future careers, and support professional development for staff.

The institution also seeks to maintain clear communication, advocate for workforce training, and ensure practical and forward-thinking practices.

Responses

Adaptability and Innovation
ability to continuously innovate
Adaptable
continuing to be accessible
Flexibility
Openness to change
Career Development
Career centered-what credential is needed and what is needed in our community
Flexible learning options
Skill development
Caring and Respectful Environment
Caring
caring for others
Compassion
compassion and respect
empathy
Respect everyone
Respect for the Individual person
Teamwork and collaboration with empathy and sympathy
Community Engagement and Collaboration
Acquisition of other institutions
Alumni engagement
Building Trust
Civil Discourse
Collaboration

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Community engagement
Employer Parternships
Fundraising
Government relationships
improving community engagement
K-12 partnerships
Opportunities to generate scholarship on our experiences and best practices to publish or present elsewhere.
Teamwork makes the dream work
Teamwork, being on the same page across campuses, supporting each other, willingness and openness to support

DEI Challenges and Solutions

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Diverse opinions
Diversity,Equity,Inclusion
DiversityEquityInclusion
Everchanging DEI challenges

Diversity and Inclusion

DEI
Diverse backgrounds
DiversityEquityInclusion

Employee Recognition and Development

Initiatives to retain and promote internal staff
Recognition of employees at lower levels of the organization
Training for mid-level managers

Future Planning

Clarity on degree future
Planning Ahead
preparing for the future

Innovative Thinking

Be a trailblazer and not complacent
forward thinking
Innovative thinking

Other

Adequate workforce training
advocacy/ lobbying of law makers
Clarity of needs/plan (what's the end goal before we start the plan?)
Class sizes/structures
Commitment and acknowledgement of the diverse student populations we serve
Communication
Culture of CLARITY
democratic
Keeping up with technology trends/changes
making procedures as accessible as possible - from applying to Tri-C, to accessing course materials and books, to connecting with campus resources and opportunities
Support all employees

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Support of those working on the ground rather than higher administration

Valuing folks who interface directly with students through pay, increasing staff # instead of continuing to add top-heavy leadership

Professional Development

Staff development opportunities via funding for professional development

Support professional development

Workforce Training

Strategic Partnerships

Best transfer programs

Future partnerships with peer colleges

Opportunities to engage in best practices that are empirically demonstrated at other institutions.

Student Accessibility and Affordability

Access and Affordability

Accessibility

student accessibility to student facing offices appointment scheduling systems

Student-Centered Approach

academic excellence

Changing the idea of "continuation of high-school" perspective of community college

Continue student-focus

Continued commitment to every student, in every program, in every zip code

Courage to stand up for what Tri-C embodies in the face of opposition

Meeting each student where they are and building a plan for their needs and situation

Student Success

student-first and wholistic approach, serving the whole student, shape procedures and programs based on making the student experience streamlined, efficient, supportive, welcoming and uplifting

Student-focused in all that we do

Transparency and Flexibility

Availablility

Flexibility

practicality

Transparency

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Strategies to Thrive

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

Summary

The respondents discussed several initiatives to enhance educational offerings and improve student experience at a college. These include providing free tuition, increasing bachelor degree programs, offering more flexible course schedules, enhancing community engagement, improving the student experience from application to graduation, boosting campus traffic, developing soft skills, and focusing on career and transfer planning.

The college aims to align programs with local labor market needs, foster partnerships for internships and employment, advocate for philanthropic support, enhance online learning, and maintain its mission despite external challenges.

Responses

Advancing Online Education
Enhance Online Learning
Implement a robust online learning environment
Pick one software program. Are we ALL on teams? Webex? zoom?
Enhancing College Image and Engagement
Community engagement and alumni support
Continue to communication clearly and openly will the entire College community
Engage in opportunities to create and disseminate scholarship to broaden the reach and reputation of the institution.
Increase campus foot traffic

making student experience more streamlined from applying to enrolling all the way through graduation - so they know who to contact for which needs, how to access campus resources, embark on career after Tri-C, etc.
More collaboration between the same department/positions at different campuses
Rebranding / new marketing campaign to highlight what the college looks like now and what we offer ("Not your father's Tri-C")
Enhancing Soft Skill Development
Focus on soft skills
Improve retention stratagies
Opportunities for soft skill development
Provide more Staff development
Strengthen succession planning
Enhancing Student Support
Get rid of online learning options
Intentionality behind online learning. Take an actual stance and action, rather than masking online student support.
Providing support for the "extra" that might be costs students are prepared for
Expanding Bachelor Degree Opportunities
Additional Bachelor Degrees

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Free tuition
Increase bachelor degree offerings
More Bachelor programs
offering more evening and weekend courses for students working full-time or transitioning careers or are parents/caretakers with tight schedules
Opportunities for more Bachelor Degrees
Working on the importance of non-credit offerings

Fostering External Partnerships

Connect more with nearby private colleges
Direct admission opportunities to four-year partners.
More opportunities for student/employer networking

Other

Don't be passive in the face of political regimes
Given the current climate, a strong willngness to rethink how we've always done things
Marketing analysis
more industry specific credentials
Planning ahead/foresight! The best way to ensure the rest of your strategies succeed.
Remaine Mission Focused
Stand up for what Tri-C believes in and stands for, even in the face of opposition.

Strategic Departmental Support

Advocate for more Philanthropic dollars
Continue to align programs with local and regional labor market needs
Determine a way to still facilitate DEI initives in the face of current legislatoion.
Review staffing needs of the departments and commit to providing support to execute the initiatives on the horizon.

Student Career and Transfer Support

Be intentional about connecting students to the Career and Transfer Centers as early as possible to ensure student's have a comprehensive career or transfer plan.
Build programs directly related to local economic skill needs. Partnerships lead to student internships and employment after graduation.
Create an academic advising structure (as opposed to counselors).
Create block schedules for students based on their program of study.
Have one online scheduling system to allow students to create appointments with all student facing areas.