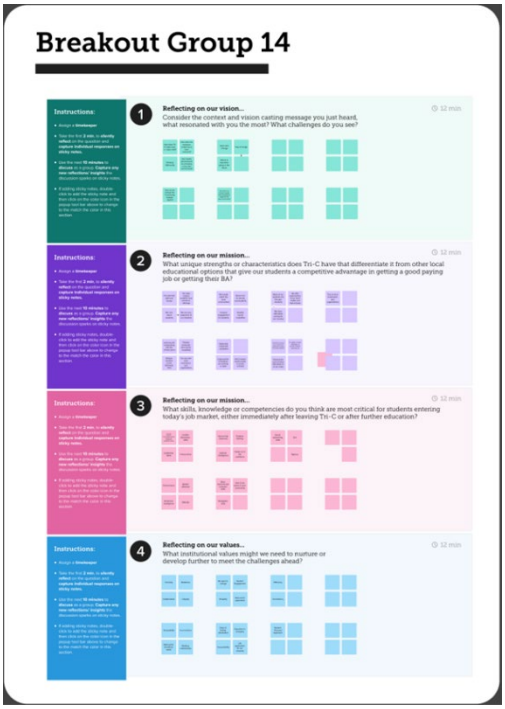
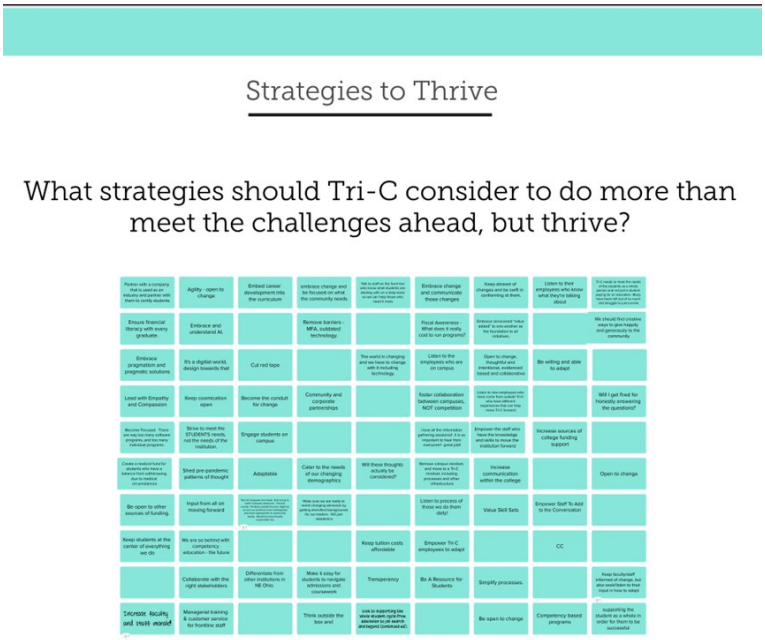
Listening Session Summary
Management and Staff
Thursday, February 20, 2025





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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 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

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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.
Chang 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

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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

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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?
IIn 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 predeiction.
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 programing
What does it mean to allow something to happen through us?

Strategic Institutional Enhancement

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

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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

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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

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

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- 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
- Open access admissions
- Our ties with local businesess 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 locatons 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

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Admissions Navigators
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 job is inportant
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 tools to expand outreach to students

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Value PropositionAccess (online/in-person)
Variety in programs offered.
We are diverse in location and student enrollment--Think tank!
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 changing job qualifications
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

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- 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
- 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.

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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

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 Adulting; 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

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- 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

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- 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

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- 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 sensecommunication skillsflexibilityTime management skillsResponsibility
- 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 technoloty 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 resilienceComputer skills are critical
- Digital tools like zoom, breakout rooms
- learning how to function in a digitial 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

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Ability to learn on the fly
Ability to respect others
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

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- Not copying others information as your own
- Open mindedness & a desire to learn, grow, adapt
- Patience
- Perseverance
- Practical hands-on skills
- Puctuality
- Research & presentation skills
- research skills
- Resilience
- Resourcefulness
- self-directed and accountable
- self-reflection
- Self-Starting / Initiative
- Showing up
- soft skills
- Soft skills!High EQ, Communicaton,Problem-solving, time-management, leadership, creativity
- Strategic planning
- Teamwork
- teamwork
- Teamwork and how to work collaboratively with others
- Timeliness
- trade skills - plumbing, electrical, etc.
- Understading 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 thye 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
- 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!!!!

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.

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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
  - Collaboration
  - Collaboration with national higher ed community
  - Collaboration, both internal and external
  - Collaboring 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**

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- 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 more resources.
- 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
- 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

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- 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
- Creating Digitial 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

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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 standard.
Maintain our colleges integrity
More support resources offered to students to help them be successful. Such as tutoring, research support, writing. But also advertise more so students can be aware.
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.
Student centered processes that are virtual
Student FocusedApproach
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

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- Utilizing the currentl 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 mental and physical issues they are dealing with or encounter on a regular basis.
- 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 it to them
- 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 abuse and human trafficking
- We need housing solutions
- We need stronger connections and more representatives from the DODD and OOD to connect our disabled students to more accessible pathways for graduation and job security

Student-Centered Education

- Keep students at the center of everything we do
- 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 them from first class to first day of work

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.

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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 ot them.
Open to change
Open to change, thoughtful and intentional, evidenced based and collaborative
The world in 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 meeti changing demands by getting divirsified 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

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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 wo 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 thsoe 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.

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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