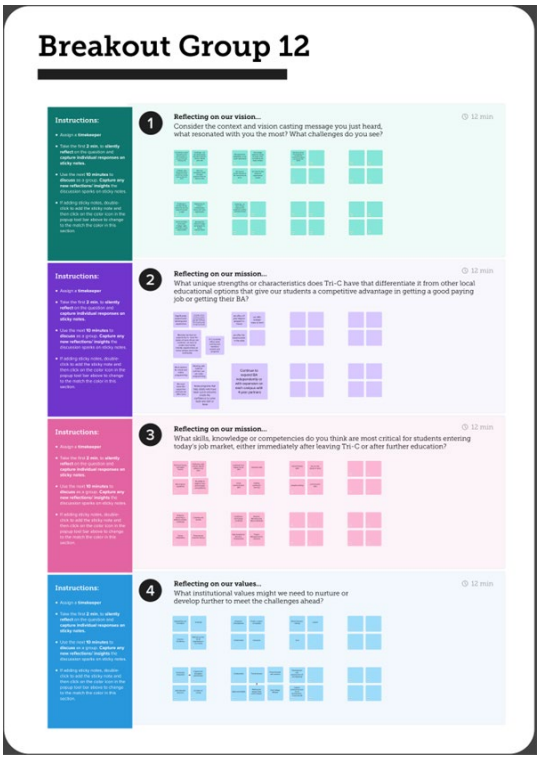
Listening Session Summary

Monday, March 17, 2025



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Question 1

Reflecting on our Vision: Reflecting on the context and Dr. Baston's message just shared, what stands out to you as the most essential outcomes Tri-C must achieve in the next five years? What challenges should we be especially mindful of?

Summary

The enrollment decline at Cuyahoga Community College is alarming, driven by a shrinking, aging local population and changing student demographics. To counter this, the college must adapt by embracing change, fostering collaboration, leveraging technology, and developing new programs aligned with employer needs. Addressing students' concerns about the return on investment and adapting to societal shifts are crucial.

The institution must remain relevant, support employees through transitions, and focus on lifelong learning.

Meeting the needs of today's students and preparing for future job markets are essential for sustaining enrollment and ensuring the college's long-term viability.

Responses

Adapting Education for Future Jobs

Existing programming that does not lead to sustainable wages is a challenge

There's that saying that children just being born will have jobs we haven't even imagined yet. It seems like this is accelerating, especially with AI.

Train and create new programs based on employer needs; Be willing to sunset programs

We need to train for the jobs that do not exist

Adapting to Educational Challenges

Challenge - stop doing things that do not serve us or the students we currently serve or will in the future

Challenge - we are structured to primarily meet the needs of 18-26 year olds

Challenge: national and state laws will change the way we teach our students now.

Impact we are facing are global, grants that will disappear, what is taught in the classroom can result in the quality of instructor and students population. We will no longer be affordable.

Meeting the education / training needs of today's student

Technology Challenges of Staff and Faculty in the world of AI

Challenges in Student Recruitment

Enrollment decline and need to reverse the trend

It's interesting that the decline has occurred for so long

Making students excited about the opportunities and the ROI for them

Some colleges have already positively broken away from nationwide trends

Steep decline in enrollment

Student Recruitment

StudentRecritment

Students want things fast

the change in student demographic

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The enrollment decline is scary. It's been nice the past year or so to see more students returning in person, though.
The local population is shrinking and getting older
We need to pay attention to how students are feeling about college. The sentiments are real.

Challenges with ROI and Pace

Faster Pace
Fear that the return on investment isn't there
Getting everyone on the same path moving in the same direction in a short amount of time
People just want money quickly
People want things fast and now

Driving Transformative Change

Adopting a unified focus on how to move forward
Leverage the history to adapt and prepare for scaled transformation
Opportunity to create a transformative future with many stakeholders

Embracing Change for Future Success

Adapt now or risk being left behind
CHange is a Must
change is inevitable and we need to adapt
If you're not open to change, you will be left behind
Resonated - letting change happening through us vs. to us
Think 2050
We can't remain what we were before
We have to change to change our trajectory
We need to be a risk-taker
We need to be adaptable, so we aren't left behind

Employee Support and Community Relevance

We need to ensure that employees are provided with resources throughout any changes that happen.
We need to remain relevant to the community we serve.
we need to stay ahead of employment trends.

Meeting the Needs of Millennials in Higher Ed

Challenge - If college makes Millennials feel dire things - how do we embrace those needs - loneliness, emptiness, worth - of education and experience
Education is not just to make money
Outline for project from Dr. Baston is very aggressive
The future of higher ed is different. After working here over 20 years, that resonated with me.
We need programs that change lives quickly to regain confidence in Higher Ed

Navigating Political and Demographic Changes

Changing demographics may be a challenge
The political landscape is a challenge
With so many changes, finding the opportunities during that are going to fit best benefits us as. Finding the needle in the haystack. That is a challenge.

Navigating Societal Shifts

Changing job requirements

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Levy might not pass because this current and upcoming Generation might be able to afford paying more taxes
Social changes
The view of society changing-- return on investment
unforeseen political and social concerns

Other

As the first Ohio Community College - agile and bold is in our historial DNA
Can't remain idle
Challenge - we have not fully embraced the workforce students and their success
Challenge is mindset among those who are not ready to be bold or agile
Challenges - if our local population is declining for the foreseeable future - we need to find a way to expand our reach; thinking of SNHU - they seemed to have mastered outreach
connections with our community for relevance
It is essential to review programs we offer and to be nimble when necessary
Lots of work
need to adapt to possible changing demographics
Need to be flexible and adjust quickly
Neurodivergence
Pay attention to being more agile to meet both the needs of more students over the age of 25 and changing jobs
Perceived lack of value
Pivoting to adult students will be challenge, how do we find them and can we get out into the community to meet their needs?
The College needs to include all voices when considering any large changes.
We have examples of bold and agile programs that we need to scale.
We need to be adaptable - online learning and CBE modalities are her to stay - online campus is necessary
We need to consider how AI will be changing the course of education - get on board and drive technology versus technology driving us
We need to create a culture of collaboration and trust

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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 might give our students a competitive advantage and create social impact in our community?

Summary

Tri-C offers numerous advantages including tax clinics, direct admission for CMSD students, the lowest tuition per credit hour in the state, evening and weekend courses, applied bachelor's degrees, and personal assistance like food pantries and transportation help. Scholarships and diverse support services are available, along with programs to prepare high school students for college.

Tri-C emphasizes diversity, workforce readiness, and applied programming that leads to jobs. They have historical community connections, wrap-around services, various course modalities, and are well-known in NE Ohio.

Additional resources include the Mandel Scholars program, a Center for Entrepreneurs, and certification programs.

Responses

Accessible Learning Options
As a multi-campus system, we are even more accessible than other institutions.And now increasing our online presence has made us even more accessible.
Different modalities available for students to accommodate students
Diverse course offerings
Multiple turoring options to level the playing field early
we offer multiple ways to learn
Affordable Education
Affordability
can't be tied to specific location - has to be available everywhere
Cost effective!
Fiscally Responsible
Low cost and accessibility
we're cheap!
What still sets us apart from other institutions, is the affordability, and meeting the needs of diverse and underserved populations.
Alumni and Workforce Engagement
Doing a better job connecting with companies that are Tri-C alumni.
Include more paid internship to exposure students to workforce at Tri-C
Tri-C lives the mission every day
Campus Collaboration and Leadership
4 different campuses spread out through county
CMSD partnership, high school at Metro Campus

engaged leadership across all four campuses and sites

Campus Environment and Support

accept students with justice involved backgrounds
Caring faculty and staff
college president who is on campus and talking to students and staff letting them know he cares.
Corporate College
Diverse student Body
Everyone is welcome
Faculty who are still involved/working in their industries
Highly involved and dedicated advisory boards
I like to think that our staff make the difference because of their caring attitudes.
Many people who care, and are invested in student success
People that care
People will come but will take longer to complete their degree since there is no student housing and we are known for more untraditional students
Strength - the personal attention and care of faculty and staff
Strong brand within the community that leads to willingness to employ our students
Strong career services
Strong focus on teaching rather than researching
The campus is no longer lively. Now its like a ghost town. It does not provide the same college experience
We have some of the most genuinely committed faculty, focused on supporting student success.

Community Engagement and Partnerships

Ability to connect with community partners for local learning opportunities (experiential or as an example)
Ability to convene different groups across our communities
community based program (age group- specific)
community connections and local job placement
Community Connections and Partneships K-12 and beyond
Community Focused
Community Partners for Experiential Learning
how do we use alumni to build partnerships/ mentorships?
Institutional Partners--Transfer Pathways
Large geographic footprint that could be used for community partnerships beyond what is being used currently
larger footprint in the community
Multiple locations across the county

Community-Centric Branding

Everybody in county is connected to Tri-C one way or another
Our Branding--Everyone knows about Tri-C in one capacity or another
Tri-C owns its mission of serving a diverse community by offering wrap around services and programming for all of the members of our community!

Education Benefits at Tri-C

A wealth of Resources
Advantage: Direct admission to Tri-C for CMSD students
Advantage: Lowest Tuition per credit hour
Advantage: Tax Clinics & assistance with filing taxes

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An array of FREE resources (scholarships; food pantry; tutoring; career and transfer services; transportation)
Applied bachelor degrees
Availability of scholarships
Personal help like the food pantries, transportation assistance
Tri C currently offers some evening and weekend courses and programs
Tri-C owns it mission of supporting diverse learners with support services and programming for all members of our community
Trio Programs available for high school students on campus and in their home schools to help make them college ready
we offer a 4 year degree program in house
we offer the lowest tuition in the state

Flexible Learning Formats

ability to have remote classes for those in institutions
Diverse scheduling offered ie. 15 week, 12 week, 8 week
More options for virtual and online programming

Flexible Program Offerings

Competency Based Education - development of more programs
Flexibility in course scheduling
Flexibility in Programming
over 100 programs
Programming for Senior Citizens
Robust Non-credit programming
Variety in short- and long-term programming
Variety of programs (short-term certificates micro-credentials; Associate degrees; Bachelor degrees)
Working with external partners, we can scale programming

Industry Collaboration Enhancement

how do we better promote our employer partners?
Perhaps we need to focus on more industry partnerships that can help our students become employed upon completion.
We must share the supportive services we offer more

Innovative Programs at Tri-C

Applied programming that leads to jobs
Center for Entrepreneurs
Certificates
Different Modalities
Diversity - I hope we don't move away from embracing this and including it in our mission
Historical connection to our community (name recognition)
Marketing in ESLO
Positively well known in NE Ohio
Strength - the opportunities are so strong. The Mandel Scholars program sets students up to see/understand the world and be in a good space to lead it.
stronger focus on workforce
Workforce is Key not a BA
Wrap around services

Partnership Success

Strong partnerships with community, 4-year education, and industry

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Strong relationships with industry partners
We have always been successful at building and maintaining community partnerships.
Scholarship Support
Multiple scholarship opportunities
Our scholarships are available to students based on their unique needs.
Wide variety of scholarships
Skills Development and Learning Pathways
Certificate and degree options
Credit for Prior Learning Options
Healthcare Workforce Certification Programs under 6 months
Needed - a course - could be credit/non-credit that teaches students how to interact in business situations – from a greeting, to a 30-second elevator speech, etc. Local universities make these mandatory and deploy alumni to help facilitate these "practice" sessions.
non-credit to credit pathways
offering College Credit Plus
offers adult diploma in prep for more learning opportunities
Scale programs that help adults who have been out of school to create the confidence to come back and start or finish
Significantly expand prior learning and experience
stackable/modular certificates and credentials
Student Engagement Initiatives
Advantage: Student access to events they otherwise wouldn't have access to
Host Healthcare Career Fairs Monthly with up to 20 employers
Opportunity: Refresher courses for various courses/programs
Vast number of experiential learning opportunities
Targeted Educational Marketing
Less people are going to want to obtain a degree and seek a credential
Marketing to unsevered population who assume they can't go to school.
Not everyone desires a BA
Transfer and Articulation Success
Continue to expand BA independently or with expansion on each campus with 4-year partners
easy transfer to 4-year schools
Excellent Transfer Centers and agreements with 4-year partners
how do we better promote our 4-year partners?
Strong articulations with four-year partners
Workforce Development Strategy
Because we have an opportunity to meet the needs of more 25 ear old residents, we have to create more family friendly opportunities on every campus and in the community
Currently, we do not have a public facing strategy to talk with and share Prio Learning with the general public
Need a stronger workforce that leads to gainful employment for both working class and traditional students.
We need to creatively enhance our program offerings that align with where the jobs are, and more importantly promoting; market these programs more effectively.

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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 responses emphasized the importance of a broad range of skills, including communication, interpersonal, adaptability, emotional intelligence, digital literacy, financial literacy, critical thinking, problem-solving, and professional skills such as resume writing, interviewing, and time management.

They also highlight the need for understanding new technologies like AI, maintaining a growth mindset, and fostering creativity, empathy, and ethical behavior. Practical experience, continuous learning, and the ability to navigate various professional and social contexts are also essential.

Responses

Adaptability and Innovation
Ability and freedom to be creative
Ability to determine good fit
ability to understand growing trends in each industry
Adaptability
Career Adaptability
Communications and ability to adapt
Data anlaysis capabilities
Flexibility and Adaptabiity
growth mindset (lifelong learning)
the ability to adapt to new technologies and platforms
Artificial Intelligence
AI
AI skills: how to use responsibly and not replace learning
All Things AI
Embed using AI in all fields
Knowing how to use AI to assist with work
Technology (AI)
Business and Communication Skills

Again - almost a business etiquette course. Regardless of path - certain competencies are needed - social skills, eye contact, share your skills/story in 30 seconds. Have every student practice these - possibly an FYE segment.

Basic Employable Skills
Business Writing Skills
communication skills
Writing skills
Career Development
a pathway from degree to job offer
Hands-on experiences
instilling continuous learning
Work experience in their felid
Critical Thinking Skills
Applying knowledge to practice situations
Critical thinking
Critical thinking skills
critical thinking skills to solve problems
Critical Thinking Skills--Informed Decision Making
how to infer based on facts
problem solving/creativity
the ability to make decisions and analzye data for themselves. Liberal Arts type of courses are benefiical to address this .
Curiosity and Perspective
Civic understanding/ Community awareness
Creativity and wonder
Enthusiasm
Igniting the spirit of curiosity
World View Perspective
Effective Communication
communication
Oral communication
Personal communication
Professional communications
Public Speaking
Written communication
Effective Interviewing
Interview skills
Interviewing
Interviewing Skills (tell their story - ability to articulate how they can support a company
Empathy and Emotional Intelligence
ability to inte
emotional intelligence
Empathy
empathy for others
empathy training
Integrity

Ethical and Analytical Skills
Analytical reasoning to address complex challenges
civics skills - how government works
Critical thinking skills
ethical technology skills
Interpersonal Skills and Communication
Ability to work with and relate to others from different backgrounds
communication skills
Customer service/people skills
Interpersonal skills
Social skills
Soft Skill
Soft Skills
Soft skills, computer etiquette
Soft Skills--Communication (Written and Verbal, etc.)
Strong Customer Service and Interpersonal Skills
verbal communication skills
Interview Skills
Ability to interview and articulate skillsets aquired
Interview skills
Interview Skills and Training
Interviewing
Interviewing Skills
Understanding of which questions to ask of employer before taking job
Literacy and Fluency Skills
Courses that include building financial literacy and wealth.
digital literacy
Financial and business literacy
FInancial Literacy
Information Literacy
Technical literacy and digital fluency
Management and Collaboration
A mix of group and induvial projects
Collaboration
collaboration and teamwork
Collaboration with others
Leadership
Management of others and projects
Networking
Project Management for everyone
Time Management
Networking Skills
Networking

Quality Human interaction in a highly digital society
They need a handshake - wherever we can make a connection, let's do so

Other

Common - yet advanced - business sense. If you see a problem also bring along a potential solution or two, if possible.
Resume Building
Resume writing
the ability to write in your professional lives that is diff than your personal lives - not using text language

Personal Branding and Advocacy

advocate for yourself
Appropriate use of social media and awareness of its impact on their careers
How to create their personal brand
How to demonstrate passion for their field
How to sell themselves
personal advocacy
volunteer in your community

Professional Development

Advance Manufacturing Microcredentials
Generational Workplace Course
Healthcare Technology Certificate
Knowing next steps to a Bachelor's or a certification

Professional Skills Development

Business Etiquette
Computer literacy
Data Analysis for Business Professionals
having an appropriate email address for your professional life
Proficiency with industry specific software and tools
Training the employers how to handle this new generation wanting to work from home
Understanding your benefits package and retirement
use of standard business language at work
Virtual etiquette

Resume and Job Application Skills

Creating a resume
Resume writing
Successfully completing a job application

Software and Technology Proficiency

Business software competencies
Microsoft office
Technology Skills (uploading documents, navigating online portals, etc)

Work Ethic and Motivation

a strong work ethic
Not afraid to ask for help to accomplish a goal
Self-motivation

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Work-Life Balance and Commitment
Commitment to their work
Time Management
work time is not personal time
work/life balance

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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

Respondents emphasize the importance of nurturing community partnerships, creating a sense of belonging, and fostering a culture of empathy, kindness, and respect. They highlight the need for better communication, accountability, and consistency in both student and employee experiences.

The responses stress the significance of employee development, lifelong learning, and professional development, as well as the importance of transparency, integrity, and diversity.

There is a strong focus on responding to student needs, eliminating barriers to education, and supporting underserved populations.

The texts also call for innovation, adaptability, and continuous improvement in all aspects of the institution, including customer service, academic rigor, and community integration.

Overall, the primary goal is to build a supportive, inclusive, and successful environment for all students and employees

Responses

Adaptability and Flexibility
Adaptability/ Flexibility
Agile and flexible
Agility
Building Trust and Confidence
Building true trust
Confidence in our offerings- will lead to a good career
demonstrating trust
Commitment to Integrity
Integrity
Community Commitment
Commitment to Community
Habitat for Humanity, Kids Bank: laser focused on their clients like we should be for students
Lifelong educational option for community
Make the entire College a Safe Space
Community Engagement and Student Focus
Better onboarding for employees (Information regarding the college for internal/external use)

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Build in a sense of accountability - you can count on students, staff, faculty from Tri-C
Community Feeling on Campuses (Leadership)
Creating a sense of belonging for our students and employees.
Escorting students instead of just telling them where the office is located
Make the College a Safe Space
Meeting the needs of the entire student
student engagement
Student focus/centered

Community Support and Access to Education

Community Partner
Continue to nurture our community partnerships.
Continue to support the underserved populations.
Continuing to seek opportunities for more open access
Helping people pay off student loans
Making success for all populations in our county
Responding to the needs of our students and continue to eliminate barriers to accessing education.
Volunteering more in the Community

Consistency and Quality Assurance

Consistency
consistency in personnel
Consistency in Student Experience
Consistency of product, and safety
Consistency/uniformity for instruction and experiences

Culture of Respect and Inclusivity

Mutual Respect
No Judgement
Respect
Trust
Welcome - you're always welcome here

Customer Service Excellence

customer experience
customer satisfaction
Customer Service
Heinen's (customer service)
Passion
Service with a Smile
Smiling

Diversity and Inclusion

Diversity
Inclusive Excellence

Diversity, Equity, and Inclusion

Costco and Microsoft kept their DEI
DEI

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Don't remove DEI!
Effective Collaboration and Communication
better communication
Collaboration
Communication (Both internally and externally)
data informed decisions
executive presence
teamwork
Embracing Innovation and Creativity
Boldness
Challenging the norm
creativity
Innovation
Instead of relying on history - think about how to create "our-new-story"
Leadership
Empathy and Diversity
A Culture of Caring
compassion
Developing a culture of kindness
Empathy
Foster a culture of empathy
respect for cultural differences
Treating everyone how you want to be treated. Kindness goes a long way to getting what you want from someone else.
Ethical Responsibility
Accountability
Doing the right thing not the easy thing or the thing we have always done
Family forward
Innovation and Risk-Taking
Adaptability and Innovation
innovation and adaptability
Willingness to take risks
Other
adaptability (agile)
Be adaptable without losing our values
Ethical decision making
Nimbleness
One College Mindset
resilience and well-being
Ownership and Results Focus
Accessibility
Evidence
Ownership

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Results

Presence and Realism

Be present in the moment

Be realistic in our truth, not everything needs to be framed in a positive lens

Meet people where they are

Professional Development and Growth

A step-up platform for your next step in life - building, retooling, starting over

Development and advancement of all employees

ELO knowledge for a strong foundation outside of College

Employee Development

Expand professional leave for all administration - not just faculty

Expanding Programing for Specialized Programs where the need is

Follow Through

Future focused with research

lifelong desire for learning

lifelong learning and professional development

Striving for Excellence

Celebrating our successes

Community Integration

Continuous Improvement

Customer Service

Efficiency

Expand and strengthen partnerships

Interconnectedness between everything: academic topics, community issues, worldwide issues

Leadership

Responsiveness

Standardization with processes

Sustainability and stewardship

Student Support and Success

Continue to be responsive when students reach out to us for educational support.

On the phone, helping students with kindness, listening, and directing them. Following-up if I am able.

Really focusing on the students

Student Advisors

Transparency and Communication

Transparency

Transparency

Work Ethic and Community Values

academic rigor

accountability to the community

strong work ethic, accountability and authenticity

Work Ethic and Team Culture

Get back to coming together at events outside of the work day - this creates a stronger culture

Hiring staff who care all the time and not just between 8:30-5pm

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Leaving home at home and when you're at work, work with excellence
People leave for more money because they don't understand the benefits packages.
Strong work ethic - hire work 37.5 to show up do your work. Working for the team not giving it your 100%
Value Success
Valued as a employee. People respond back to your emails
Work from home

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Strategies to Thrive

What unmet needs might our community be asking of Tri-C that, if we met, might be a game changer?

Summary

Tri-C could significantly impact the community by offering degree programs in prisons, integrating on-the-job training with paychecks, providing home rehabilitation and energy efficiency skills training, offering leadership building courses, and providing industry refresher courses for professionals looking to update their skills.

Responses

Career Development and Placement
2 years or less degrees/certificates that lead to careers that can comfortably support you
Community Partnerships that facilitate job placement
Free internships
Guaranteed job after graduation with better pay than they make now
Job placemement
Job placement for our local industries - degree to job
Job placement services
Show me pathways that have 100% job placement
student jobs with competitive wages
Walk me through point a to point salary
Community Empathy and Education
Empathy
Show me pathways that will expand my local and world view so I can travel better within both
Tying education with other community wraparound services in a more holistic manner
understanding the Neurodivergent needs of the community
Degree programs and on-the-job training
degree programs with on the job training that offers a paycheck
providing a degree program in prisons
Online Campus Programs
Fully online campus
Online campus
Skills training programs
Home rehabilitation and energy efficiency skills training
Industry Refresher courses for professionals who want to touch up skills
leadership building skills courses
Student Support and Resources
Access to financial resources for entrepreneurs
Cohorts
Counselors assigned to each student

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Day Care for Children
esl materials.
financial support while enrolled through campus work
free education
Help with childcare so we can attend more events? Inform the students of all things offered!
helping students to succeed in HS helps them excel at Tri-C.
Housing
How many students come here to take credited colleges courses while pursuring a degree else where
Live, work, play, housing community on campus
Meeting basic needs - food, housing, transportation, childcare
More academic advisors for personalized help
More free programs
more student housing (like Scholar House)
myths and facts about going to college as a non US citizen
offering some support for the needs at home or in community of our students to allow them to succeed.
On-site child care
Scholarships for everyone to pay for all classes.
Seamless life - work-education integration
They may not know how accessible the college is
Urban agriculture
YES to onsite child care!