

Tri-C[®] TIMES

*It's off
to work
they go*

Tri-C launches
summer internship
program

Tri-C Alumna Finds Business is Booming
Following Voice Writing Certification

Renovations Underway at
Metropolitan Campus Center and Plaza



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- KEYNOTE SPEAKER -

Ted Koppel

Author and Journalist

TUESDAY, NOVEMBER 1, 2016

11:25 A.M. – 1:05 P.M.

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**Cuyahoga
Community
College**



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Message from the President

Many Cuyahoga Community College (Tri-C®) students face real challenges in both their personal and professional lives that demand real solutions. As a public institution of higher education, it is the College's duty to provide these solutions for people of all ages and from all walks of life. We must assist our students in producing real results for a successful future — not just for the individual, but also for the region.

Workforce readiness is a major concern for our students as well as for area employers, and Tri-C is focused on providing opportunities for real-world learning in growing industries such as manufacturing and health care. The College works closely with students and employers to produce maximum return on investment for all involved.

One example is the College's new summer internship program, which provided paid internships for more than 100 dedicated and talented students in 2016. Interns gained valuable, hands-on work experience at various campus locations, earning money while exploring their chosen field of study and taking classes.

As part of the ongoing revitalization of Cleveland's Campus District, the Metropolitan Campus will undergo substantial renovations over the next several years. An overhaul of the Metro Campus Center building will include new and renovated classrooms, meeting spaces and social areas. Plaza reconstruction, which began this summer, includes the conversion of concrete walkways to gardens and lawn areas. These projects will create a more welcoming and student-centered environment at Tri-C's oldest campus.

These are just a few of the exciting changes happening now at Tri-C. Read on to discover more stories of how the College is helping students overcome challenges to achieve personal and professional success.

Sincerely,

A handwritten signature in black ink, reading "Alex Johnson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Alex Johnson, Ph.D.
President



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

FALL 2016

Advanced Technology
Training Center
3409 Woodland Ave.
Cleveland, Ohio 44115

Brunswick University Center
3605 Center Road
Brunswick, Ohio 44212

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

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

District Administrative Services
700 Carnegie Ave.
Cleveland, Ohio 44115

Eastern Campus
4250 Richmond Road
Highland Hills, Ohio 44122

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

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

Metropolitan Campus
2900 Community College Ave.
Cleveland, Ohio 44115

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

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

Unified Technologies Center
2415 Woodland Ave.
Cleveland, Ohio 44115

Western Campus
11000 Pleasant Valley Road
Parma, Ohio 44130

Westshore Campus
31001 Clemens Road
Westlake, Ohio 44145

COVER STORY: IT'S OFF TO WORK THEY GO

Summer internship program designed to provide work experience and boost retention rates

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MARGARET DOWNS



Tri-C alumna finds Business is Booming Following Voice-Writing Certification

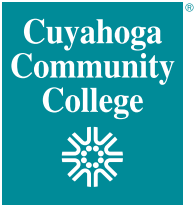
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Tri-C's Kelly Moranz Named 'Educator of the Year'



It's official: Tri-C's captioning and court reporting students learn from one of the best in the business.

Kelly Moranz, manager of the Captioning and Court Reporting program at Cuyahoga Community College, recently received the 2016 Educator of the Year award from the National Court Reporters Association.

The organization announced the honor during its annual convention this summer in Chicago. Moranz also earned the association's CASE Award of Excellence in recognition of her dedicated work for students.

Moranz began teaching at Tri-C in 2006 and has been instrumental in developing the College's Captioning and Court Reporting program. Her efforts include the creation of a mentorship initiative lauded for its success.

Earlier this year, the *Journal of Court Reporting* presented Moranz with an award highlighting innovative and forward-thinking practices.

"Kelly stands out as a leader in her profession," said Scott Halm, Tri-C's associate dean of Business and Applied Technologies. "She has helped model Tri-C's program into one of the premier programs in the nation."

Moranz, of Cleveland, is a certified reporting instructor with three decades of experience in the field. She is also a graduate of Tri-C.



Board of Visitors To Guide College in Alignment of Regional Workforce Needs

Cuyahoga Community College's Workforce, Community and Economic Development (WCED) division has well-documented success in educating individuals to enter the workforce and improve their earning potential. Recent data from the last two years shows a 400 percent increase in the credentialing of students in workforce programs.

The newly formed board of visitors, made up of 30 prominent business and civic leaders, will help WCED stay on course, enhance its offerings and develop strategies to meet existing and emerging regional workforce needs.

The board members will additionally serve as public advocates for the College, assisting in raising understanding and awareness of the division's role as an economic driver among the business community, economic development organizations, elected officials and the general public.



It's off
| TO WORK |
they go





Summer internship program designed to provide work experience and boost retention rates

Cuyahoga Community College knows the dedication, talent and commitment of its students. That's why it hired more than 100 of them as part of a summer internship program that debuted this year.

Students in the program landed paid positions at dozens of departments on every campus across the College. The summer jobs strengthened resumes, provided valuable hands-on experience and taught students what it means to be a professional.

"When I first walked in the office, I had no idea the job would be more than basic duties," said DeJuan Spencer, 20, a second-year student who interned in the Eastern Campus President's Office. "But the internship challenged me. It changed me."



Francis Collins and Brianna Williams

interned with the College's Recording Arts and Technology program. The work included setting up for a concert at the Rock and Roll Hall of Fame and Museum.

"It was an experience that prepared me for work — and life — after college."

That's exactly the impact Tri-C President Alex Johnson envisioned when he proposed the internship program. The idea grew from a discussion on creating new opportunities to broaden the student experience.

Tri-C already works with numerous Northeast Ohio companies to provide internships and on-the-job training for students. Johnson saw the potential to create the same opportunities within the campus environment.

His idea was brought to life by Sandra McKnight, the College's executive director of Access, Learning and Success, and was designed to dovetail with the College's student retention initiative.

The internship program required students to enroll in a summer class to be eligible for consideration. The reason? Data shows that the fall-to-fall retention rate for Tri-C students more than doubles if they continue their studies during summer.

"We want to keep our students on the path to academic success and graduation," McKnight said. "By taking

courses over summer, they get one step closer to the finish line."

The internships also offered pocketbook assistance — always a critical issue for students. Interns earned \$10 an hour in addition to financial support to pay for one summer class (up to four credit hours) and one textbook (up to \$125).

Response to the program was overwhelming. Nearly 500 students applied within weeks of the program's launch.

Candidate screening and selection took place at internship fairs in March at multiple Tri-C locations. Students interviewed with representatives from College departments that created internships.

Following the interviews, 100 students accepted positions and began clocking in May 31. Each intern worked 100 hours during the summer over five- to 10-week spans. Day-to-day tasks varied as much as the College's degree options.

Ruth Ann Mendoza landed an internship at the Western Campus President's Office, where she analyzed budgets and immersed herself in day-to-day operations. She said her duties

matched perfectly with her business management studies.

The 22-year-old expects to earn her associate degree from Tri-C in May. After graduation, she plans to run the office at Victory Outreach Church on Cleveland's West Side. Her father began the inner-city ministry a decade ago and serves as pastor.

Mendoza said she'll carry the lessons learned this past summer into her role at the church. She said the internship served as her first "professional" job and gave her a foundation for organizing and running an office.

"I'm ready for what's ahead because of the internship," said Mendoza, of Brooklyn. "It made a huge impact on my life."

Sarah Smith enjoyed a similar experience at Tri-C's Westshore Campus. The 19-year-old from Lakewood put her creative talents to use tackling multiple projects in the Center for Learning Excellence.

Her assignments involved a common theme — finding ways to enhance teaching and learning at Tri-C. Smith constructed a website, shared eLearning tips and designed educational and inspirational posters for a Math Prep Lab.

She created an online portfolio to document her experience and showcase her work. It can be viewed at <https://sites.google.com/site/sarahsmithcleportfolio>.

Smith is studying art therapy at Tri-C and is on pace to earn her associate degree by the end of the spring semester. She plans to continue her education at a four-year school as she works toward becoming a licensed art therapist and counselor.

"What I learned this summer will definitely help me as I work toward these future goals," Smith said. "It was something I'll never forget."

MAKING THE MOST OF HER POST



Madison Wynder

composes another social media post during her internship with Tri-C's Integrated Communications Department. #socialmedia #tricsuccess #internship

Madison Wynder spent the summer learning the ins and out of marketing while interning with Tri-C's Integrated Communications Department. One of her primary roles was creating social media posts for College accounts on Facebook, LinkedIn, Twitter, Pinterest and Instagram.

She also took some time to jot down some thoughts about her on-the-job experiences for Tri-C Times. Here is what she wrote.

Conducting social media posts for students and staff at a college isn't as easy as it sounds. There is definitely a long thought process when you are sending information out to the public for a college. Drafting and creating posts helped me utilize my creativity.

My managers never made me feel like just an "intern." I was invited to weekly meetings where I was asked to pitch in ideas and, very often, asked about my opinion on projects that my bosses were working on.

Another exciting part of my internship was going out to every campus, meeting the marketing managers. I visited the Western, Westshore and Eastern campuses. I really enjoyed meeting with every marketing manager because I got to get a feel of what they do every day. Marketing has so many aspects, and these managers represent different portions of the business.

After my internship, I was offered — and accepted — a part-time position with the department. I hope this motivates new interns to do the best they can and be the best they can be, because it could potentially lead to employment.

Overall, the internship program is a great program and I'm happy to be among the first to participate.

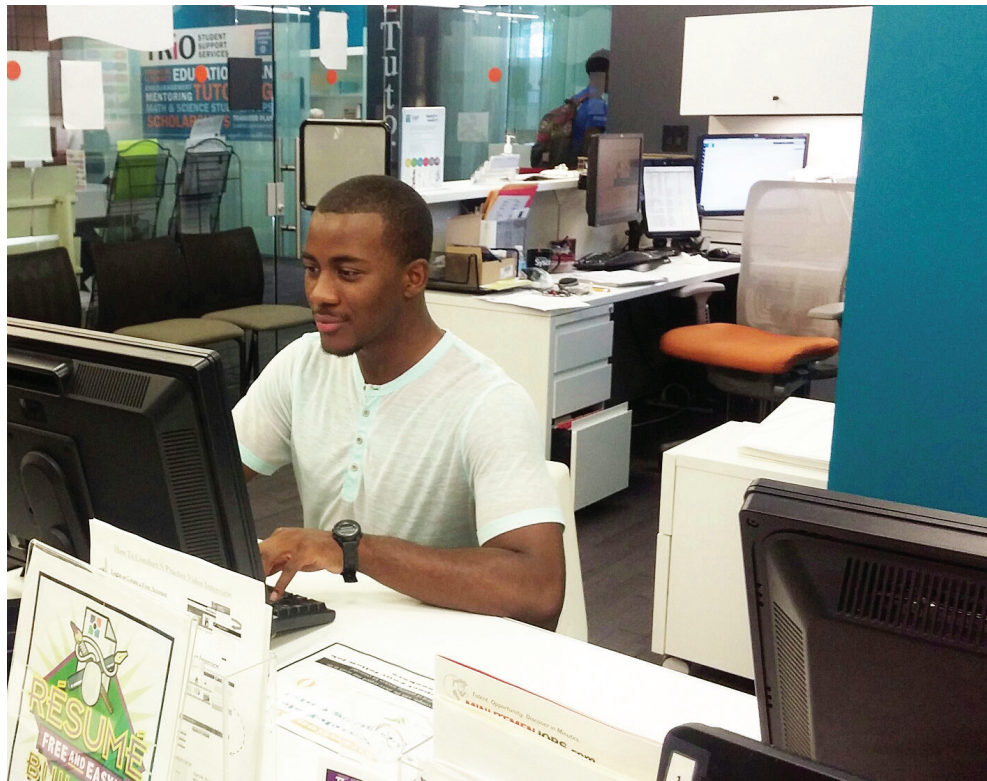
Francis Collins and Brianna Williams made memories, too.

As part of their internships, the classmates from the College's Recording Arts and Technology program spent a sun-soaked August day prepping a concert stage outside the Rock and Roll Hall of Fame and Museum.

They hauled coils of cable, miked the stage and readied the soundboard to make every note pitch perfect at the afternoon concert.

"Everything we did connected to what we've learned in the classroom," said Williams, whose goal is to work in a recording studio after earning her degree from the College next year.

Williams and Collins were among nine interns hired through the Recording Arts and Technology



DeJuan Spencer

said he learned how to create "positive energy" while interning at the Eastern Campus President's Office.



Ruth Ann Mendoza

said her internship at the Western Campus President's Office groomed her to run a professional office.

program. The students powered shows all summer while helping to stage more than 40 concert events with connections to the College, including Tri-C JazzFest Cleveland.

Collins wore a smile during her entire shift at the Rock Hall. "Just being here, you get the vibe of this industry and whether it's something you really want to get into," said the 21-year-old from Cleveland.

She paused for a moment, took in the organized chaos around her and contemplated life after graduation in May.

"Can I picture myself doing this?" Collins asked. "Oh, yeah."

Collins and other student interns talked at length about the technical on-the-job skills they sharpened during their assignments at the College. But they also raved about how the experience polished their people skills.

Spencer said his post at the Eastern Campus President's Office taught him about serving others. He said he learned the power of a smile, the value of compassion and the importance of listening and paying attention.

"You learn to put yourself in the other person's shoes," Spencer said.

Then he shared a story.

Leading campus tours fell among Spencer's many duties at the campus. One day, he set out with a group of 20 English-as-a-Second-Language students and immediately went into his regular rapid-fire talk.

A hand quickly shot up with a question: Could Spencer talk more slowly?

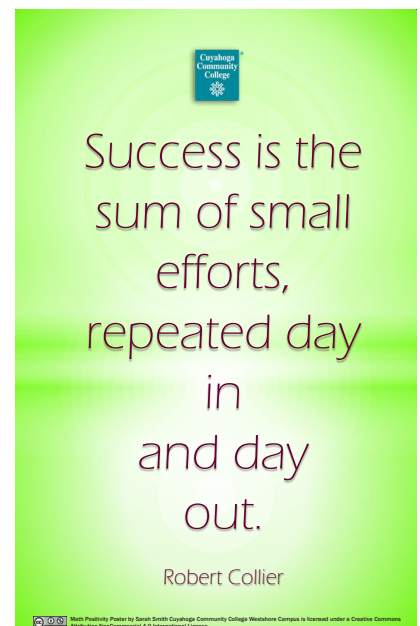
"When I looked in their eyes after that, I realized how much they were struggling to understand me," Spencer said. "I realized the impact of my actions, how something as simple as

the way I talked could affect people. It changed my perspective."

Spencer, who grew up in Cleveland and Solon, is working toward earning two degrees from Tri-C — an Associate of Science and an Associate of Arts — at spring commencement. He then plans to transfer to Case Western Reserve University.

After that, he's aiming for law school at an Ivy League institution and a career where he can use lessons from his internship and put people first.

Tri-C's McKnight said interns have repeatedly shared stories of rich experiences gained from



Sara Smith

left her creative mark on Tri-C's Westshore Campus during her internship.

their summer assignments. Post-internship survey results showed that participants considered the program an overwhelming success.

The plan is to continue the program in 2017 and possibly expand it to include professional development sessions.

"We're always looking for new ways to enhance the student experience and build a path to future success," McKnight said. "The internships helped our students grow personally and professionally."

"This program made a difference in people's lives, and that's always our goal at Tri-C."



TAKE YOUR PICK

Students in Tri-C's summer internship program fanned out across the College to put their skills to use. Here are some of the locations and departments where they made a difference:

Advanced Technology Training Center

- Center for Information Technology

Brunswick University Center

- Academic Affairs
- Student Services

Corporate College East

- Business Development
- Hospitality Services and Retail Operation

Corporate College West

- Center for Learning Excellence
- Women in Transition

District Office

- College President's Office and Board of Trustees
- Access and Community Engagement
- Access and Completion
- Compliance and Business Continuity
- Honors and Experiential Learning
- Payroll Services
- Planning, Budget and Strategic Support
- Tri-C Foundation

Eastern Campus

- Campus President's Office
- Academic Affairs
- Adult Basic and Literacy Education (ABLE)
- Adjunct Services
- Career Center
- Center for Learning Excellence
- Learning Commons
- Student Support Services

Jerry Sue Thornton Center

- Hospitality Services and Retail Operations
- Human Resources
- Integrated Communications
- Leadership, Enrichment and Development
- Information Technology, User Services

Metropolitan Campus

- Campus President's Office
- Access and Community Engagement
- Adult Basic and Literacy Education (ABLE)
- Center for Learning Excellence
- Creative Arts Academy
- Enrollment Center
- English
- JazzFest
- Learning Commons
- Minority Research Education Project
- Nursing
- Occupational Therapy
- Ohio College Tech Prep
- Physical Therapy
- Recording Arts and Technology
- Student Production Office
- Student Support Services
- Transfer Center
- Upward Bound Math and Science
- Women in Transition

Unified Technologies Center

- Adult Basic and Literacy Education (ABLE)
- Manufacturing Technology Center

Western Campus

- Campus President's Office
- Academic Affairs
- Biology Lab
- Center for Learning Excellence
- Creative Arts
- Counseling and Access Services
- Learning Commons
- Social Sciences
- Student Affairs
- Student Support Services

Westshore Campus

- Biology/Chemistry/Physics
- Center for Learning Excellence
- Learning Commons
- Student Affairs

Margaret Downs

Tri-C Alumna Finds Business is Booming Following Voice Writing Certification At Tri-C

Margaret Downs, a 2011 Tri-C alumna, was named a Community Champion in the small business category at a recent College-sponsored Advisory Committee Appreciation Breakfast. She is the owner of Premier Visual Voice, a business she runs from her Concord Township home that, in some respects, was inspired by her time at Tri-C.

Premier Visual Voice employs 10 people — a few of whom are also Tri-C grads — who voice-write, or caption, webinars, conferences, classroom lectures, government meetings and even quarterly financial updates for a Fortune 500 company. Employees can generally work from home, and the clients can be located anywhere in the United States.

Voice-writing is a stand-in term for the clunkier Communication Access Realtime Translation, or CART. In addition to the applications listed above, it also serves the hearing-impaired community, as talk is translated in real time into a written transcript that can be viewed online.

Downs attended a business college, worked in sales and pursued other entrepreneurial ventures until failing vision limited her ability to drive. She plotted her next move, and in 2009, she enrolled at Cuyahoga Community College after learning about its transcription certificate program. She is now working toward an associate degree. “My listening skills are great because my vision is not. The course was available online so I could work from home. It just fit,” she said.

Voice-writing is conducted at a



Margaret Downs accepts the 2016 Community Champion Award, Small Business category from Alex Johnson, president of Tri-C. This award celebrates Downs' business, Premier Visual Voice, and its positive impact on students and the community.



L to R: faculty members Jen Krueger, Laurie Moniz and Kelly Moranz (also the project manager for the program) surround Margaret Downs. At the far right, Tri-C graduate Jean Cregan, who now works for Premier Visual Voice.

computer, talking into a microphone connected to software. The software translates spoken word into text on the screen, complete with appropriate punctuation and paragraph breaks. While there are sometimes small errors, the new technology is nothing like the old closed captioning, which would show up on television decades ago. The software and training get the practitioner started, but Downs stresses that practice really does lead to perfection.

Six months into the Tri-C program, Downs knew the work engaged her mind, and she wanted to take it on long term. She decided to start her own voice-writing business, especially as it's a growing field. "It takes a lot of work, a lot of time, and you have to be 100 percent in the moment when you are getting started," she said. She would routinely devote four hours a day to practice early on. "The more you practice, the faster you get, and you can listen and anticipate what is coming. It is all done on the fly. You need to be diligent and driven."

Downs knew she had found her niche, and the success of her business is proof positive. She now sits on one of Tri-C's community advisory boards, and she has made it a point to hire or offer internships to Tri-C students when the opportunity arises. Case in point: At the recent Advisory Committee Appreciation Breakfast where her company recognized Tri-C graduate Jean Cregan was captioning her alma mater's event. Downs said her experience with the staff and faculty of the CART and Captioning program was outstanding, and her involvement with the advisory board is aimed at facilitating internships and helping students be better prepared.

CAPTIONING AND COURT REPORTING PROGRAM

Kelly Moranz, manager of the Captioning and Court Reporting program at Cuyahoga Community College, said students who enter this challenging program will have life-changing results once they complete their course of study. The facts back her up. (See page 5 for more about Kelly Moranz.)

A national shortage of court reporters and captioners, at a time when communication technology is exploding, means that a demand exists for qualified individuals in the field. According to a survey conducted for the National Court Reporters Association, 5,500 jobs will be available in the next five years.

Two skill-based tracks, two great outcomes:

Steno Writing: Leverage typing and texting skills into a great-paying job.

Stenography (also known as machine writing) uses a stenography machine — a specialized typewriter connected to a computer — to record speech. Real-time stenography uses software that translates those steno keystrokes into text on a computer screen. At Tri-C, steno students learn to use DigitalCat Computer-Access Realtime Translation software.

Voice Writing: Apply listening and talking talents for a great-paying job.

Voice writing is speaking into a microphone or mask connected to software that translates your spoken words into text. This uses speech-recognition technology. Students "train" a program to recognize their voice and shortened voice codes — such as "krong" for correct me if I am wrong. The software translates the speech to text and displays it on a monitor. At Tri-C, voice-writing students learn to use Dragon speech-recognition software along with Eclipse computer-access real-time translation software.

Other opportunities:

- Steno and voice tracks are available in certificate or associate degree programs.

- Classes are held at the Western Campus, online or a combination of both. The online option permits students to complete the program without ever taking a class on campus.
- Salary potential can range from \$45,000 to start to more than \$100,000 as you gain experience.
- The program has a high employment rate for graduates.
- Campus steno machine scholarship opportunities and Earn While You Learn mentorship stipends are available for qualifying students.

Employment Opportunities for Steno and Voice Writers include:

- Official court reporter
- Freelance reporter
- CART (Computer Access Realtime Translation) provider, also known as voice writer
- Broadcast captioner
- Convention reporter
- Webcaster
- Scopist (transcript editor)
- Medical transcriptionist
- Legal transcriptionist

Accreditation and Affiliations:

Associate of Applied Business degree:

approved by The Higher Learning Commission of the North Central Association of Colleges and Schools. Cuyahoga Community College credits are transferable to other colleges and educational institutions.

NCRA certification: certified by the National Court Reporters Association in accordance with its general requirements and minimum standards.

Associations:

- National Court Reporters Association, NCRA (ncraonline.org)
- National Verbatim Reporters Association, NVRA (nvra.org)
- Ohio Court Reporters Association, OCRA (ocraonline.org)

For more information, visit tri-c.edu/CCR or call 216-987-5214.

A Makeover for METROPOLITAN CAMPUS

Renovations underway on Campus Center and plaza areas



A redesigned plaza will give the Metropolitan Campus a more park-like feel.

Upcoming renovations promise to bring a new energy to the Metropolitan Campus of Cuyahoga Community College, with greenery and glass transforming a dated concrete landscape into a dynamic educational environment.

The revitalization of the College's oldest campus involves two projects: an overhaul of the Campus Center building and reconstruction of the plaza walkways that carry visitors across the grounds. Work is underway and will continue through 2020.

The projects will transform a setting virtually unchanged since Tri-C developed Metro Campus in the 1960s after opening as Ohio's first community college.

But the projects represent more than changes to buildings and grounds.

"This will do much more than modernize Metro Campus," said Michael Schoop, president of the campus since 2006. "It will transform our ideas about how we use the campus to teach, to learn and to interact with each other.

"We're creating a new atmosphere that will inspire, engage and spark creativity."

The Campus Center project, when complete, will leave a building unrecognizable from the hulking structure currently standing along East 30th Street between Woodland and Community College avenues.

Workers will peel off the building's outer skin and demolish the interior, leaving only the skeletal remains of the original frame. Deconstruction of the structure should begin before the end of 2016.

Then comes the rebuild.



A rendering of the new Metro Campus Center.

Renderings show a finished product with a glass exterior gently curving toward campus. Windows dominate the façade, side and back to reveal sweeping views and bathe the interior in natural light.

The new design maximizes the building's existing on-site footprint, adding 11,000 square feet of usable space. The roomier accommodations expand student social areas as well as classroom and meeting space.

Plans call for the updated Campus Center to reopen in time for fall semester in 2018.

"Campus Center should serve as the hub of activity and heartbeat of Metro," said Cynthia Leitson, the College's vice president of capital and construction. "With this renovation, it will."

The building's three floors will offer amenities such as:

- A Barnes & Noble bookstore featuring a coffee shop
- A food court and dining area that includes seating in an outdoor courtyard
- Offices for student government and Tri-C's award-winning student newspaper

- Classroom space for High Tech Academy and other college prep programs
- A conference hall for reception and public meetings

In addition, architects included unique touches such as "seating cubbies" — essentially study nooks built into the walls — and bench seating along the main staircase to encourage students to spend time at Campus Center.

"No matter where you are in the building," Leitson said, "there will be an exciting vibe."

That feeling will carry over to the outside with the plaza renovations, which will touch every corner of Metro Campus and convert the current concrete canvas into an urban oasis lush with greenery.

Planned walking paths will wind through gardens, trees and lawn areas spread across the grounds. Benches will provide spots to sit and relax in a welcoming environment that reflects a traditional campus feel.

All existing concrete walkways will be removed and replaced during the project, which also provides vital

repairs to the underground parking garage that spreads below campus. The plaza essentially serves as the roof of the parking garage.

The plaza project will be done in four phases, each involving a quadrant of campus. Work on the southwest quad began this summer. That will be followed by the northeast quad (2017/2018), northwest quad (2018/2019) and southeast quad (2019/2020).

The two projects build on the ongoing revitalization of Cleveland's Campus District. Located just east of downtown, the district has seen significant investment the past few years to create a more vibrant community.

The projects also offer environmental benefits. The additional green space on the redone plaza will reduce storm water runoff, while the Campus Center will be rebuilt to meet industry benchmarks for green building and sustainability.

The Campus Center project will cost an estimated \$38 million, while the plaza renovations are expected to total \$28 million. State funds are expected to cover nearly half of the combined costs.

THE VALUE OF *Community Colleges*



Federal officials
travel to Tri-C
to hear student
success stories and
find best practices

U.S. Secretary of Education John B. King, Jr. had something in common with the Tri-C students he met in August. Just like them, he came to the College to learn.

King held a roundtable at Cuyahoga Community College to hear about Tri-C's innovative strategies to increase college access, affordability and positive outcomes. He was joined by U.S. Sen. Sherrod Brown and U.S. Rep. Marcia L. Fudge.

A panel of students told the federal officials how Tri-C helped them find success. Moneeke Davis, who is in Tri-C's nursing program, said the College makes a difference in people's lives.

"Tri-C is not a building in the community," Davis said. "It is a builder of the community."

Other students who spoke included:

- Dan Ramos, who sold his car to cover tuition to enroll in Tri-C's welding program. He excelled in the class, earning an internship — and eventual job — at Great Lakes Shipyard.



U.S. Secretary of Education John B. King, Jr. held a roundtable at Cuyahoga Community College to hear about Tri-C's strategies to increase college access, affordability and positive outcomes. A panel of students told the federal officials how Tri-C helped them find success.



- Andrew Bisbee, an Army medic now pursuing a nursing degree at Tri-C. Bisbee said the Veteran Services programs at the College knocked down barriers he faced while returning to civilian life.
- Sharmayne Shaffer, who enrolled at Tri-C while working as a waitress across from Eastern Campus. She immersed herself in campus activities and thrived. She graduated in May and transferred to Case Western Reserve University.

The federal officials and Tri-C President Alex Johnson listened for

an hour as those students and others offered testimonials. They said the success stories at Tri-C show the importance of higher education in creating a stronger nation.

The secretary of education applauded Tri-C's work to align programs with the practical skills and competencies employers need so that the hard work of students leads to real career opportunities.

King also outlined recent U.S. Department of Education initiatives to make college more affordable and increase college success, including doubling investments in Pell grants

and tax credits to help students and their families pay for college.

Nearly half of the students enrolled at Tri-C are federal Pell Grant recipients. Tuition at the College is among the lowest in Ohio.

"We must continue to work to make all institutions of higher education — including community colleges — accessible, affordable and responsive to the needs of today's diverse students as well as to the needs of employers," King said.

King said Tri-C serves as an example of the important role community colleges play in educating the nation.

STONE SOUP

to the Rescue!

Tri-C culinary instructor is on a mission to eliminate food waste

Giovanna Mingrone has a T-shirt she likes to wear. It bears the words “I am in it for the hugs,” and that is indeed part of what motivates her to run Stone Soup Cleveland.

Mingrone's day job is teaching at Cuyahoga Community College's Hospitality Management Center, where she is a member of the adjunct faculty. Her side project is running Stone Soup, a food recovery service. She and her skeleton crew collect perfectly edible food that has, for one reason or another, been sentenced to the dumpster. They pick the food up and deliver it anywhere that they know it will be eaten.

In addition to the hugs, she does this because she has spent her life working with food and can't stand to see it go to waste.

“Our mission is to keep food out of the dumpster and feed people,” Mingrone said. She estimates that she has rescued 10,000 pounds of food with her 2002 Toyota 4Runner.

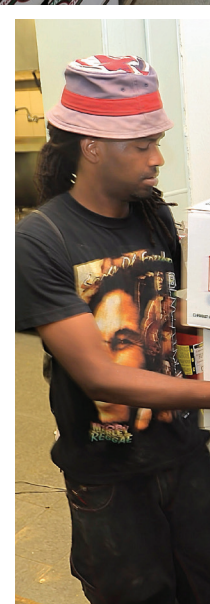
Mingrone founded Stone Soup in April 2015. She deals primarily with produce, like the two cases of peppers she picked up recently from Premier Produce, a supplier to many of Northeast Ohio's high-end restaurants. The reason it didn't want the peppers? They were too big.



Giovanna Mangrove arrives at St. Augustine Church.



Giovanna Mingrone, left, Joseph Smith, center and Samuel Peyton unload produce at St. Augustine.





Giovanna Mingrone, back left, receives help from volunteers unloading produce to the St. Augustine Hunger Center.



Samuel Peyton carries produce from the West Side Market to the St. Augustine Hunger Center.



St. Augustine Hunger Center's Sister Corita, left, talks with volunteer Isabel Murphy.



Volunteer Samuel Peyton, left, helps load donated produce to the refrigeration unit with chef Wilbur Hayes.

Stone Soup corrects a wasteful prejudice that restaurants and consumers have against food considered ugly or unusable for some other arbitrary reason. Mingrone considers that same food, first and foremost, edible. "We don't need to be growing any more food in this country," she said. There is more than enough if we use all that we have.

Much of the food collected by Stone Soup gets delivered to area food pantries. The jumbo peppers, for instance, went to St. Augustine Church in Tremont. "They serve a lot of people, and they have space. They're real chefs. They know what they are doing over there," she said.

But not everyone does, so Mingrone also takes the time to teach people how to prepare food. Rescuing food is a fruitless endeavor if it's left to rot because no one knows how to cook it, so educational outreach is a component of Stone Soup.

Stone Soup's board includes two Tri-C alums: Deb Fekete and Brian Bendlak. They, along with a handful of Tri-C culinary students, also help with food runs.

Stone Soup, a food recovery service, is on a mission to reduce food waste.

The organization's biggest challenges include having no place to call home, Mingrone's beater Toyota and needing the technical expertise that comes from grant writers and those with experience in the non-profit world. Those interested in volunteering or donating food or goods should contact Mingrone through Stone Soup's Facebook page, www.facebook.com/stonesoupclc.

Mingrone is working on a line of vinegars — she recently finished a batch of cantaloupe vinegar — in an effort to create a revenue stream for Stone Soup, but her heart is in rescuing food and getting it into people's stomachs.

"You get emotional when you do a meal," she said. "You see how thankful people are."

PROTECT AND SERVE

Tri-C dedicates KeyBank Public Safety Training Center

Cuyahoga Community College ushered in a new era of first-responder training this summer with the dedication of the KeyBank Public Safety Training Center at Western Campus.

The dedication celebrates a \$1.4 million grant from the KeyBank Foundation to enhance and expand Tri-C's public safety education and training programs. More than 200 people attended the ceremony at the center.

The crowd included public officials and representatives from many law enforcement, fire and rescue agencies in Greater Cleveland communities served by the regional center.

"This partnership between KeyBank and Cuyahoga Community College provides building blocks to create safer streets, safer neighborhoods and a safer community," said Alex Johnson, president of Tri-C. "We are proud to be united in this vital effort."

The KeyBank grant — awarded earlier this year — supports training for students pursuing careers as law enforcement officers, firefighters, paramedics and other in-demand public safety occupations in Northeast Ohio.

The initiative includes a campaign to recruit minority and female candidates for first-responder jobs, as well as outreach programs to U.S. military veterans, scholarship opportunities and the creation of a youth-focused summer academy.

Police, fire and paramedic students attended the June ceremony, as did



Bruce Murphy, EVP, Head of Corporate Responsibility at KeyCorp and member, KeyBank Foundation Board; Margot Copeland, Chair and CEO, KeyBank Foundation; Alex Johnson, president, Tri-C; Jim Aronoff, vice chair, Tri-C Foundation.

high school students enrolled in the summer academy.

"KeyBank and KeyBank Foundation made this investment at Cuyahoga Community College to train the next generation of first responders," said Margot Copeland, chair and CEO of the KeyBank Foundation. "These are the faces that will protect the residents of Northeast Ohio far into the future."

Employment projections for Northeast Ohio show a critical need for protective service personnel, with nearly 1,500 job openings expected each year through 2022. Much of the need is based on replacing retiring workers, particularly in law enforcement.

The goal under the grant is to increase the annual number of graduates from Tri-C's Public Safety Training Center by 35 percent over the four-year period. Larger increases are targeted for minorities (54 percent) and women (97 percent).

The dedication event showcased training offered at the center. Demonstrations included:

- Tactics used to battle vehicle and hazardous material fires, with

firefighters using fog water streams to extinguish flames in real-life training scenarios

- Police driving techniques such as evasive maneuvering and pursuit turns
- Response to medical emergencies using a simulation manikin to exhibit skills like intubation, IV insertion and chest decompressions

Tri-C opened the Public Safety Training Center at Western Campus in 2014. The regional center offers specialized training opportunities for police, fire and emergency medical technicians.

Located on a 10-acre site in Parma and Parma Heights, the center includes top-level training tools such as a two-story burn building, an indoor shooting range, a paved area to learn driving techniques and an above-ground trench training area to practice confined space rescues.

The KeyBank Foundation has been a long-term partner of Tri-C and made a lasting impact on the region through workforce initiatives and scholarship programs providing opportunities for thousands of community members.

TRI-C PLANS VETERANS SERVICES CENTER AT WESTERN CAMPUS

Kohlberg Prize from Kisco Foundation helps launch project

Cuyahoga Community College has been awarded \$80,000 to help establish a Veterans Services Center at Western Campus and expand and bolster services for those who served the nation.

The Kisco Foundation named Tri-C a recipient of its Kohlberg Prize, given annually to increase support for veterans attending community colleges. The grant was announced during a ceremony at the White House in Washington.

“This support from the Kisco Foundation will have a major impact on the lives of thousands of veterans,” said Alex Johnson, president of Tri-C. “The Kohlberg Prize enhances the College’s ability to help more veterans secure rewarding careers and position themselves for successful futures.”

The new Veterans Services Center at Western Campus in Parma will offer a full array of support services to help veterans reach educational and career goals as they transition from soldiers to civilians contributing to the economic vitality of Northeast Ohio.

The renovated space will include an area for academic advising and counseling; computer access to enable veterans to participate in online courses and services; meeting space; and a resource area providing information on veteran programs.

Plans call for the new center to open in spring 2017. The project currently is entering the design phase.

More than 90,000 veterans live in Cuyahoga County. With the new center, the Tri-C Veterans Initiative estimates the number of veterans and family members of veterans it serves will increase from 7,000 to 10,000.



The College also aims to increase veteran enrollment from 750 to 900 within the next two years. Veterans consistently rank among the highest-achieving students at Tri-C.

Tri-C’s Veterans Initiative opens its doors to all veterans and their families, regardless of whether they are students at the College. The goal is for Tri-C to become a home base and beacon of hope for Northeast Ohio’s military community.

The new center will be modeled after the Alfred Lerner Veterans Services Center at Tri-C’s Eastern Campus in Highland Hills. The number of veterans and military family members served at Eastern Campus has increased 15 percent since the center opened last year.

The College also operates veterans services centers at Metropolitan Campus in Cleveland, Westshore Campus in Westlake, Brunswick University Center and the Louis Stokes VA Medical Center in Cleveland.

The Kisco Foundation was established by businessman and philanthropist Jerome Kohlberg. The World War II veteran used the GI Bill to attend Harvard Business and Columbia Law schools and later fought to ensure veterans continued to receive education benefits.

The Kohlberg Prize was awarded to Tri-C through the Cuyahoga Community College Foundation.

TRI-C AWARDED FEDERAL GRANT

to Help Cleveland Students Work Toward College



Program is part of national Educational Talent Search

Cuyahoga Community College will use a grant from the U.S. Department of Education to provide academic, career and financial counseling to Cleveland Municipal School District students who have the potential to succeed in college.

The goal of the federal Educational Talent Search is to increase the number of youth from disadvantaged backgrounds who complete high school and pursue college degrees. Tri-C will work with 1,300 students at seven Cleveland schools.

The project aligns with the College's work on the Higher Education Compact of Greater Cleveland, a community-wide effort to fuel student success.

"The economic future of Northeast

Ohio depends upon a well-educated population," said Alex Johnson, president of Tri-C. "Through this project and others, Cuyahoga Community College is readying young men and women to contribute to the success of our community."

Tri-C will provide myriad services to selected Cleveland students, including tutoring, career exploration, financial guidance and mentoring programs. The five-year project began in September.

The following CMSD schools will participate: Scranton, Charles A. Mooney, Martin Luther King, Jr. Career

Campus, Lincoln-West High School, James Ford Rhodes High School, East Technical High School and John Adams High School.

Tri-C received \$616,454 from the U.S. Department of Education for the first year of a five-year performance period. Total federal investment in the project is expected to be nearly \$3.1 million.

Educational Talent Search is a federal TRIO program.

Run for a Reason at the **AUTUMN BLAZE 5K AT TRI-C**



Oct. 16 race at Western Campus will benefit three nonprofit agencies



Dash through the fall colors while doing some good this October during the second annual Autumn Blaze 5K at Tri-C's Western Campus.

Proceeds from the run/walk will be divided evenly between Greater Cleveland Community Shares, United Negro College Fund and United Way of Greater Cleveland. Tri-C launched the race in 2015 as part of its annual giving campaign to benefit the community.

Last year's race raised more than \$7,000 for the nonprofit agencies. This year's goal is \$8,500.

The Autumn Blaze 5K begins at 9 a.m. Sunday, Oct. 16, at Western Campus in Parma. Set a personal-best time on the fast and flat course that winds through the campus grounds at 11000 Pleasant Valley Road.

Online registration is available through www.tri-c.edu/autumnblaze5k



until 9 a.m. Friday, Oct. 14. Pre-registration for the race is \$20 for community members or \$15 for Tri-C students and employees. All pre-registered runners and walkers will receive a T-shirt.

On-site registration also will be available the day of the race beginning at 8 a.m., with the cost being \$25 for community members or \$20 for Tri-C students and employees. T-shirts for day-of registrants will be available as quantities allow.



Awards will be given to the top three overall male and female runners and the top three finishers in the following age groups: 11 and younger; 12-14; 15-19; 20-24; 25-29; 30-34; 35-39; 40-44; 45-49; 50-54; 55-59; 60-64; and 65 and older.

Post-race refreshments and entertainment will be offered at the finish line. More than 300 runners and walkers registered for last year's race.

TRI-C *Dance Academy* *is Raising the Barre*



Enrollment skyrockets as program aspires to world-class status

Student performances are generally the kind of thing parents go to because they have to. They want to watch their child, but the entertainment usually lies in how, um, endearing the show can be.

Not so when it comes to the performances of Cuyahoga Community College's dance academy. The academy's spring concert maxed out the Metropolitan Campus Mainstage Theatre, which holds 344. Organizers booked a second show, which nearly filled the venue to capacity, too.

Tri-C's dance academy is booming. In just one year, enrollment rose from 15 to more than 100, including students from Dayton, Ohio, and Washington, D.C. Competitive pricing accounts for some of the growth, but the newfound excellence of the program accounts for more of it.

"What we did in one year normally takes 10," Artistic Director Terence Greene said. Greene, who was director of the dance program at the Cleveland School of the Arts for 16 years, said he instilled in the program a rigorous focus on technique and discipline.

"We are trying to make this a world-renowned dance academy," he said.

Emanuela Friscioni, director of the College's creative arts prep program, said student success accounted for the academy's growth. Several students were selected to attend prestigious dance companies with full scholarships.

"But I think the main reason the program is growing at this fast pace is simple: Our faculty is extraordinary and knows how to work with students from all different paths of life," she said.



“We are trying to make this a world-renowned dance academy.”

— Terence Greene, Artistic Director



The dance academy comprises a year-round program and an intensive summer camp. Its faculty includes high-profile, professional dancers like Kay Eichman, former prima ballerina with the Cleveland Ballet. Greene, himself a master choreographer, has performed all over the world and is founder of the Greene Works Project dance company. Guest artists also participate.

Students are placed in classes based on auditions. They may be placed in

introductory, beginner or intermediate-advanced classes. Styles include ballet, tap, jazz and modern.

“Students come from all over,” Friscioni said. “The older students were helping the younger ones, and the little ones were looking up to see what the intermediate students were doing — a training within the training.”

Greene said that having the academy embrace students of all races and backgrounds was important, and

students come from the inner city and the suburbs.

Parents see far more than an endearing performance at the conclusion of class. While the academy’s concerts approach professional caliber, moms and dads witness something else, too.

“Parents talk about how their child had low self-esteem, how they might have been troubled by bullying,” Greene said. “The parents see them grow.”

TRI-C UNVEILS JazzFest Legends Wall

Installation honors jazz icons past and present

Cuyahoga Community College in June unveiled its new Tri-C JazzFest Legends Wall in the lobby of the Tommy LiPuma Center for Creative Arts. The installation celebrates the history of JazzFest and honors recipients of the Cleveland Music Legends Award for their contributions to American music.

With an unveiling that coincided with this year's JazzFest, the wall features two large, interactive screens. Visitors and students can explore the 37-year history of JazzFest through photographs, videos, programs, posters and artist biographies.

One key element of the displays is the photo slide show. Cleveland photographers Jeff Forman, Janet Macoska and Sheri Oliver culled hundreds of images from Tri-C's archive and other collections. Photos of JazzFest headliners such as Ella Fitzgerald, Sarah Vaughan, Miles Davis and Oscar Peterson are accompanied by quotes drawn from *DownBeat* magazine interviews and provided by publisher and Northeast Ohio native Frank Alkyer.

The wall, which is floor-to-ceiling at 25 feet high, is broken into two main sections. The history section

Visitors and students can explore the 37-year history of JazzFest through photographs, videos, programs, posters and artist biographies.

features several short videos narrated by key players in the evolution of JazzFest, including founder Thom Horning. The "Early Years" video explores the launch of JazzFest in 1980 and its early branding as "America's premiere jazz education festival." Additional videos showcasing artist residencies, Tri-C's Jazz Studies program and community outreach, along with a complete archive of past programs and posters, round out the history section of the wall.

The Cleveland Music Legends section features a slide show of award winners and video interviews with living legends — Jamey Haddad, Eddie Baccus, Kenny Davis, Sammy DeLeon, Evelyn Wright, Howie Smith and Vanessa Rubin. Highlights include anecdotes about Smith's first saxophone lesson, DeLeon

playing timbales with Tito Puente, and Haddad's musical awakening: "When I heard *A Love Supreme*, I know I didn't understand the whole thing, but I really felt like I was given permission to experience something that was inside of me, that I resonated with. From that point on ... all I wanted to do was be a jazz musician."

Envisioned by Tri-C President Alex Johnson as a museum-quality display to "tell the history of JazzFest, which has brought more than 3,000 performers to Northeast Ohio and served more than 500,000 visitors, and honor those Clevelanders that have shaped American music," the Tri-C JazzFest Legends Wall offers compelling insight into the backstory of how JazzFest became the region's premiere jazz festival.



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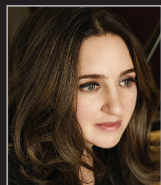


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BEHIND THE SCENES:

Laura Grospitch

Laura Grospitch is an Enrollment Center representative at Westshore Campus. She has been with Tri-C for 13 years and lives in Olmsted Township.

TRI-C TIMES: Tell us what you do. What's an average day like?

LAURA GROSPITCH: As an Enrollment Center representative, I work in admissions, processing applications — credit, non-credit, CCP and early admit — transcripts, residency documents, student ID photos, and follow-up calls on RNP (registered not paid) and ANR (applied not registered).

I also have business office responsibilities: tuition payments, installment plans, tuition breakdowns, tier-1 services for financial aid, student government, Phi Theta Kappa and miscellaneous deposits. I also support the counseling center by scheduling appointments, making follow-up calls to students and checking in appointments. I research student problems concerning their records and accounts and assist staff in other research efforts.

I also assume other duties like directing clients to classrooms, administrative offices, the Barnes and Noble bookstore, plant operations and the Learning Commons, and provide any other information as needed.

TCT: What do you like best about your job?

LG: Assisting students and providing them with the best customer service possible. I also feel very fortunate to have a terrific supervisor, Karen Dickerson, and co-workers: Mary, Chris, Gloria and Kathy. Together, we



create a supportive environment for student success.

TCT: What is something most people don't know about what you do?

LG: At our smaller campus, the Enrollment Center is the first point of contact for students and visitors, so we are required to be very diverse and knowledgeable about all our departments.

TCT: What's the strangest situation you have experienced?

LG: The strangest situation I have experienced was when a woman frantically approached the Enrollment Center, saying that someone had taken her pants. Apparently, she had changed in our restroom to attend a yoga class and left her pants in the bathroom. Yes, we hear it all.

TCT: What do you like to do in your free time?

LG: In my free time I like to spend time with my family.

Meet Me @Tri-C:

Holly Hoffman

Holly Hoffman of Streetsboro is a second-year student at Eastern Campus and captain of the women's volleyball team, whose season started in early September. A setter, Hoffman has earned athletic and academic honors from the Ohio Community College Athletic Association.

TRI-C TIMES: What about volleyball appeals to you?

HOLLY HOFFMAN: I have been around volleyball since birth because my mother is a coach and I was just fascinated by the sport. I don't know if there are enough words to describe how impactful volleyball has been to me. This sport has shaped me into the person, athlete and competitor that I am today and will continue to be a huge part of my life. It's incredible how this sport can bring together so many unique competitors who play with such an enormous amount of passion. So many individuals put their blood, sweat, tears and souls into this game — and why? Because they love it. It's pure and simple love that drives me to this sport. My heart is happy and at peace

when I play, coach or watch volleyball.

TCT: What is something that would surprise the average person about competitive volleyball?

HH: Volleyball is not about wimpy girls parading around in skimpy shorts to woo people, and volleyball is definitely not easy. Many people think anyone can play volleyball, and in certain situations, they can, but not everyone can play at a competitive level. It takes talent, teamwork, a good attitude and effort. Volleyball deals with strategy and placement. Most competitive teams don't think, "Let's go out and just toss the ball around for fun." These girls put in countless hours and most of the time aren't even declared champions. Volleyball is a tough sport, but the competitors are even tougher.

TCT: How do you balance your studies and sports?

HH: It is pretty easy when it comes to balancing studies and sports. Obviously at this point, school comes before sports, and a big motivator for that is you can't play sports if you have



bad grades. At least that's what has always motivated me in school.

TCT: Why did you decide to come to Tri-C?

HH: The main reason I came to Tri-C is because I can financially afford it. It is difficult to go through life now without a college degree, and it's outrageous how expensive school can be. Also, living at home right now is a huge bonus because, being such a family girl, I don't miss out on activities and special events. Another reason I chose Tri-C is because it is easy to get to and a good size for me.

TCT: What are your plans after Tri-C?

HH: At this point I don't have any plans set in stone after Tri-C. I am just getting my general classes out of the way, leaning toward sports and exercise studies, and hopefully will be involved with sports somehow in the future.

#mytricstory

Can't Top It

This photograph of Yianni Thallas was taken by Ryan Puente during the Cavs championship parade June 22 in downtown Cleveland. The photo quickly went viral across social media networks. Thallas, a network engineer, is a 2010 Tri-C graduate.

To see more examples of #mytricstory, like Tri-C on Facebook at facebook.com/tric.edu.





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