

Listening Session Summary

Management and Staff

Wednesday, February 19, 2025

Breakout Group 2

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?

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

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

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

Strategies to Thrive

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

Enhance student success	Expand program improvement and open learning	Expand Student Support Services	Enhance Student Development Programs	Strengthen Industry Partnerships	Develop programs needed for changing times	Improve student success through the student experience	Focus on student success for professional growth	Continuously improve quality across all programs
Improve student success through the student experience	Strengthen and enhance partnerships	Expand existing programs, learn from existing practices	Continual learning and development	Expand Community Engagement and Education	Partner with industry	Expand partnerships and networks	Expand partnerships and networks	Expand partnerships and networks
Reduce student attrition	Improve student success through the student experience	Improve student success through the student experience	Improve student success through the student experience	Improve student success through the student experience	Improve student success through the student experience	Improve student success through the student experience	Improve student success through the student experience	Improve student success through the student experience
Expand program improvement and open learning	Expand program improvement and open learning	Expand program improvement and open learning	Expand program improvement and open learning	Expand program improvement and open learning	Expand program improvement and open learning	Expand program improvement and open learning	Expand program improvement and open learning	Expand program improvement and open learning
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Question 1

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

Summary

The responses emphasize the need for change and adaptation in higher education to address upcoming challenges. It highlights the importance of focusing on adults over 25 years old, being responsive to changing factors, and questioning the value of traditional education.

Concerns include declining enrollment, public support, and the changing job market. The need for intentional responses, staying ahead of employment trends, building connections, and maintaining relevance to the community are stressed.

The College must include all voices, be proactive, and make bold decisions to serve students and the community effectively.

Responses

Adaptation to Changing Factors

Adaptation to change

Adaptation to changing environment

Be more adaptable to avoid risk and being left behind

If we don't adapt, we risk getting left behind

We must adapt to changes that are coming our way

We need to adapt now or risk being left behind.

We need to be intentional in responding to changing factors

Challenges in Higher Education

Changing political climate

Having decide to pay the rent or go to school. not both.

Pace of change and the impact it has on higher ed

Public opinion about higher ed changing

Questions about the value of higher ed

The value of traditional education is being questioned

When job market changes the College can only change as quickly as accrediting bodies/State

Community and Student Focus

The College needs to include all voices

The opportunity to learn and reimagine how we serve students

The opportunity to learn and rethink how we serve students

Thinking about the future of the community and students

Forward-Thinking Strategies

Review what we're doing successfully now

Take a look at what is not working well

This will require all of us

We cannot proceed in a vacuum

We have a lot coming up we need to address in the next few years

We need to challenge ourselves, and understand where we've been, where we are, and where we're going.

We need to change

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We need to focus more on those 25 year olds and older

We need to think differently

Future Planning and Reflection

Envisioning the future

finding what the needs are for the current population. what are they looking for in to enhance their future?

Reflect on the past

Review our competitors and business and educational trends

Shamuire Spivey - 10 years

the AI environment

Higher Education Challenges

Concern is lessening support for higher education

Enrollment decline

loss of students over time 30%

The fact that we have been in an enrollment decline for 12 yrs

Opportunities for Impact

Build Bridges - open to other opportunities

invitation to see opportunities in our current context

Transparency around job opportunities

Unique opportunity for impact

Other

Adding value to the community

bring alumni who are doing well to spotlight them and their succes

Building Connections, both across the college and throughout the community. Challenges - the changing higher ed landscape and its impact on higher ed.

CCP students

Challenge - find the way to stay current with employment trends

Changing environment

Clear ROI

Communicate the great value of education

Communication challenges

Continue to build bridges toward one another, design our destiny - don't let things happen to us, but happen through us.

Focus on growing our services to the community

glad to hear we are starting the process now!

Have buy in from internal and external stakeholders

I'm hopeful that we can get ahead of the crisis and be proactive for what our students need rather than reactive to the crisis.

Increase CCP transfer to Tri-C

Maintaining relevance to the community

Need to be responsive to demographics of NE OH

Need to make bold moves and bold decisions

Partnershios with workforce to increase / stabilize enrollment

Positive messages

project management training

Require experiential learning for all programs so every student will leave Tri-C having done 1 or 2 exploration activities

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The lack of public support is a powerful factor

the stats for decrease in HS grads and the interest of needing college education

The world and higher ed will continue to grow and change

Upcoming LevyHLC accreditation A lot of current challenges, but now is the time not now, when?

Value is in soft skills.

We are agents of change in Northeast Ohio

We need to prepare students to be agile, and learn quickly in a changing environment

We will continue a downward trend if nothing changes

Strategic Planning and Team Development

Building a strong team

develop multi year recruitment plan

develop relevant metrics and outcomes

development of strategic teams

Workforce Trend Analysis

keep current with majors and cert. current to needs

Need workforce portfolio managers

Stay ahead of employment trends

stay ahead of trends by planning ahead

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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

Tri-C offers affordable and flexible educational opportunities with a wide range of programs, including online and in-person options. The college supports students from enrollment to graduation with comprehensive services, career centers, and transfer assistance.

Tri-C collaborates with local employers and four-year institutions to provide pathways to internships, job placements, and further education.

The college is committed to meeting the needs of non-traditional and adult learners, offering various degree and certificate options, including industry-recognized credentials. Strong community partnerships, updated facilities, and dedicated faculty with industry experience further enhance student success and workforce readiness.

Responses

Affordable Education

Affordability
affordability of tuition and scholarships
Cost- affordable
low cost
value

Community Excellence

Community Connections & Alumni Network
colleges connection to community resources, workforce
community engagement
Our history and community impact
The community partnerships and connections we have
We have a long tradition of excellence in the community

Community Support Initiatives

community base access centers of campus that offer wrap around services
student support connections within the community
various support services

Comprehensive Student Support

Comprehensive Student Support Services
commitment to various forms of financial support
Support Services for students

Comprehensive Support and Affordability

Tri-C collaborates with major employers in Northeast Ohio providing students with direct pathways to internships, apprenticeships, and job placements in high-demand fields
Tri-C offers one of the most cost-effective tuition rates in the region while maintaining high academic standards, allowing students to graduate with little to no debt.

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Professors who understand the needs of Tri-C students/nontraditional students

Some credentials that are unique to Tri-C

The Tri-C Name; 60 years of education

Tri-C appears less scary to many local hs students than 4-year colleges

Tri-C has the Career Center to help students their entire time they are a student

Tri-C Image

Tri-C is strengthening relationships with area employers

Tri-C provide an affordable opportunity for people to begin many different programs.

Tri-c realizes that students need more help with their education, so they create more ways to help students from the start of their educational until graduation. Having a support system is always better than doing it alone.

Tri-C works closely with the community

Tri-C works very hard to meet the needs of adult learners (e.g. POT and course modality)

Tri-C wrap-around services

Tri-c's focus on developing hands on skills

Cost-Sensitive Education

Academic rigor at an affordable cost

Affordable tuition

If IBR goes away, students will become even more cost sensitive. Same if there are cuts to pell grants

lowest tuition in the state

Diverse Student Support

accessible to a wide range of students

Cater to non-traditional students

Flexible options for students

high value of education that is transferrable

Meet students where they are

multiple modalities to learn

small classes providing greater opportunity to learn

Educational Partnerships

CCP partnerships. Getting K-12 students prepared for the working environment

Large number of four year partner institutions

Partnerships with colleges in the state

partnerships with colleges/universities

strong partnerships with high schools

Transfer partnerships

Faculty Expertise

Diverse subject matter expert as faculty

Faculty who work in the field

Our Instructors and Staff

We have teachers who are here to teach

Flexible Learning Programs

Flexible Learning Options

A lot of different ways students can take courses that meet the needs of their life commitments

credit, non credit and other professional options

Flexible course options and programs

Online programs

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options from 3 to 93 years of age

Practitioner-oriented programs

Range of programs

so many program options

The number of different programs offered

variety of degree and certificate options

Variety of offerings - credit, non-credit, community, corporate

We offer flexibility to students in terms of part-of-term and modality offerings that other colleges can not compete with. In terms of on-ground offerings, we have locations across the county. Students can start in 16, 14, 12, and 8 week terms for fall/spring. Hybrid and fully synch/asynch course offerings are also available. Options are not a problem!!!

wide range of educational options / tracks

Health and IT Programs

Certificate and Fast Track

certifications on the way to earning a degree

Degrees and certificates

Degrees and credentials leading to a sustaining wage

Large number of degree in Health and IT area

We offer industry recognized credentials

Industry-Experienced Faculty

faculty who have worked in industry

Many of our faculty have industry experience

Many of our faculty work in industry

Local Industry Partnerships

Community and corporate partnerships

community partnership with hospitals and local resources

Local business partnerships

Partnerships with local employers

Relationships with area employers

Strong community partnerships

The relationships and partnerships that we've developed with the community.

We have strong partnerships with industry

Workforce opportunities with local employees

Other

Career-Focused Programs

Alumni loyalty

Awesome people

CCP

College Credit Plus course offerings in broader demographic within Northeast Ohio

Community support to make it affordable

Dedicated employers to work with and hire our students

Entrepreneurship Program

faculty experience in community workforce

Giving back to community

great Career Services opportunities to connect with internships and jobs

inexpensive in comparison to four year degree at university.

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Largest community college in the state
Multi-campus footprint
multiple campuses
multiple parts of term providing opportunity to start at different times
Our students get hired when they finish
Quality/cost ratio
stackable certificates
Students are hired by the sites where they intern
We are low cost
We are open access

Practical Training

State-of-the-Art Facilities & Hands-On Training
new/state of the art facilities in some disciplines
Real world learning, hands on
Real-world experience; internships and clinicals

Quality Education Commitment

Genuine, caring faculty and staff
Passion for improvement
quality education

Student Success Culture

culture of having student success as a high priority
Robust financial aid & scholarships
Updated facilities/equipment

Student Support Services

Academic Support Services
accessible support services
student resources, support
The resources available to support student success while they are taking classes

Transfer and Career Services

Seamless Transfer Pathways
Connections to career services and transfer centers to support students in their next steps
Multiple locations
Multiple locations
multiple locations close to potential students
Ohio guaranteed transfer pathways
Our size and multi-campus footprint
The Transfer Center that assists with transferring to another institution.
Transfer and career services
transfer centers on each campus
Transfer of Credits - Articulation Agreements
warm handoffs when on campus

University and Industry Collaborations

Corporate with other college to provide high degrees
Geographically the College is located near many four-year institutions
many articulation agreements with 4 year colleges
our articulations agreement with neighboring universities

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Partnerships with companies and 4-year schools

Partnerships with four-year institution in demanding fields

Partnerships with four-year schools

Workforce Development

Grants to allow students to take courses/training to enter the workforce

Our workforce and corporate engagement to receive short term degrees and upskilling.

upskilling opportunities

workforce education along with skills and trade industry

Workforce training

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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 highlight the importance of various professional and personal development skills such as time management, professionalism, soft skills, hygiene, etiquette, work ethic, emotional intelligence, financial competencies, interpersonal skills, reliability of sources, experiential learning activities, collaboration, problem-solving, cultural awareness, growth mindset, global awareness, hands-on experience, customer service, clinical competency, communication, confidence, profession-specific skills, punctuality, defining professional behavior, internships, social skills, technology comfort, continuous learning, adaptability, research capability, critical thinking, digital literacy, leadership, and the ethical use of AI.

Additionally, they highlight the need for flexibility, initiative, financial literacy, technical abilities, and the ability to work both independently and as part of a team.

Key competencies also include life skills, networking, presentation skills, resourcefulness, curiosity, creativity, inclusivity, relational skills, workforce skills, work-life balance, and the ability to effectively present and adapt to changing job needs.

Responses

Adaptability and Flexibility

ability to adapt
ability to evaluate a potential job and its fit to their desired life
adapting to change
flexible and adaptive
Willingness to try

Adaptability and Research Skills

ability for self-reflection
ability to adapt
Adaptability
Research capability

Communication and Interpersonal Skills

articulate
Communication
Communication - verbal and written

Communication Skills

Communication - FTF vs Email or Text
Communication that is not a text message
communication- verbal, written
effective verbal and written communication

Continuous Learning Approach

Continuous Learning
Continuous learner

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continuous learning

Creativity and Innovation Skills

Creativity

Have foresight

Innovative

Critical Thinking Abilities

Critical Thinking

Common Sense

critical thinking

Critical thinking skills

Identifying valid information

Effective Communication and Writing

Communication, writing, and critical thinking skills.

Writing skills

Ethical Use of AI

able to use AI appropriately

Ethical use of AI

Understanding the appropriate use of AI in their chosen job

Flexibility and Resilience

adaptability

Being flexible

Flexibility

Language flexibility

Persistence/resiliency

Initiative and Leadership Development

How to take responsibility for ones self and ones work

leadership

Take Initiative

Interpersonal Skills and Emotional Intelligence

Interpersonal Skills

Collaboration mindset, interpersonal skills

emotional intelligence

Emotional intelligence Interpersonal and intrapersonal

Empathy

Interpersonal skills, AI intelligence, Emotional intelligence, Communicational skills, Patience, Relationship builders,

Interpersonal skills

Social / Interpersonal skills

Team player

Job Application and Interview Skills

How to apply for jobs and effective interviewing skills

Interview practice

Resume writing

Liberal Arts and Digital Literacy

Digital Literacy

Financial Literacy

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Liberal Arts Classes

Optimizing AI Tools

AI

Use tools / programs / AI to work smarter not harder

Other

Communication & Collaboration

Technical & Digital Literacy

Ability to adapt quickly to changing job needs

Ability to be flexible and change course as needed

Ability to effectively present both virtually and in person

Ability to learn/knowing how to upskill to meet changing job demands

ability to adapt

Adaptability

Basic LOGIC skills that can be obtained from Math or Computer Science

Basic MS Office Skills - WORD, EXCEL

being able to recognize when assistance is needed

Collaborative problem solving

Comfortable presenting and public speaking

Comfortable speaking up in meetings

Communication

communication and team building

Communication skills

critical thinking

Critical thinking skills

curiosity

desire to upskill as job demands

Familiarity with social media

Flexibility

Flexibility

Have patience

How to think

Inclusive

inclusivity

Learning how to learn and train themselves on new information

Network in the field of their choice.

Networking

One thing that I keep hearing from businesses and Team NEO is that new employees lack soft skills. I think it is critical for them to be prepared to be interactive with others.

relational skills

Research

Resourcefulness

Resume, cover letter, interview prep

Teamwork

Technology

The importance of showing up

What are the jobs of the future?

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work life balance

workforce skills

Presentation and Communication Skills

communication / soft skills

communication skills

Communication skills

Presentation Skills

Problem-Solving Skills

Customer Service

Navigating and/or getting involved in local government

Problem solving

Problem solving / confidence to solve issues independently

Problem solving mindset / approach to challenges

Problem solving skills

Problem-Solving

solving problems

Professional Experience and Skills

Hands-On Experience

Confidence / self-efficacy in their skills

co-op and internships prior to leaving Tri-C, maybe tie this in with our corporate college connections with the corporate community

Financial competencies

Having completed experiential learning activities during schooling (job shadow, exploration trip, internship)

Profession-specific skills

Professionalism and Etiquette

Professionalism

clinical competency

Defining professional behavior

Etiquette

Hygiene

Professionalism

Skills Mastery and Development

Computer skills

Find a hobby; Master your skills

Practical hands-on skills

Soft Skills Development

Communication/soft skills

Life skills

soft skills

Source Reliability and Cultural Awareness

Cultural Awareness

Divergent thinking / innovation-orientation

Generational and cultural awareness

Global Awareness

Growth Mindset

learning to ask questions for clarity

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Understand reliability/quality of sources

Understanding source validity

Technical Skills Proficiency

Computer / technical skills

Independent work skills

technical abilities for their field

Technical skills to apply to workforce

Technology Literacy and Skills

Comfort with technology

Computer literacy

Computer skills

Study of humanities

Time Management Skills

prioritizing tasks and projects

Punctuality

time management

Work Ethic and Initiative

Ability to work remotely / self starter

being able to work independently or as part of a team

confidence and ability to take initiative

how to get work if you have a criminal record.

Initiative and work-ethic

strong workplace ethics

Work Ethic

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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

The key themes highlighted are innovation, excellence, continuous improvement, adaptability, flexibility, empathy, integrity, accessibility, accountability, collaboration, student-centricity, transparency, community focus, affordability, respect, and commitment to student success.

Emphasis is placed on creativity, forward-thinking, ethical decision-making, inclusivity, diversity, lifelong learning, and providing quality education.

These values reflect a dedication to personal and community development, emotional intelligence, and resilience.

Responses

Accessible Services

Accessibility

accessibiity

accessibility

Affordability

easy access

low cost

opportunity to access service at any stage of life

Adaptive Workforce

Adaptability

Adaptability

adaptable

Adaptive staffing (workforce and academic hybrid positions)

emotional intelligence

enthuiasm and efficiency

Flexibility

open minded

relavent

Resilience

Responsive

Affordability Focus

Affordability

Collaborative Community

Collaboration

Community Impact

partnerships

Teamwork

Community Holism

community focused

holistic approach

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We are here to help

Educational Opportunities

Academic excellence

quality education

Scholarship opportunities

Empathetic Humanity

Compassion

Courage

Empathy

Humanity and helpfulness

Humanity and Helpfulness / Service

Kindness

passion

Passionate

patience&Grace

Pragmatism

Engagement Infrastructure

Communication

Community

Infrastructure

Equality Values

Equality

respect

trust

Ethical Integrity

Consistency

Ethical

Ethical Decision Making

Integrity

Trustworthy

Inclusive Equity

Inclusion

Diversity

Equity

Inclusion

inclusivity

Innovative Excellence

Continuous Improvement

Innovation

Being trailblazers

Commitment to innovation

Creativity

Efficiency

Excellence

Forward-thinking

Innovation

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Innovation bold ideas

Innovative

Keeping up with Technologies

promote openness to new ideas

Refocusing efforts that don't seem to be working

Scaling-up innovative efforts

Lifelong Learning

education for all

lifelong learner

lifelong learning

Other

Accountability

Adaptability

Affordability

an open resource for all

Authenticity

Being all things to all stakeholders at the same time

diverse lived experiences

diversity in how people think and learn

Efficiency

employee development

Everyone can succeed

Flexibility

measurable metrics

Require Experiential Learning in all programs

story telling

Personalized Engagement

Customer-focused

Each person has a different goal and it is personal

personal touch with students

WE, and our students, can't do everything

Respectful Environment

Respect

respect

Respectful

Servant Leadership

Caring Approach

Humanistic

servant leadership

Social Accountability

Accountability

Fiscally responsible

ownership and accountability

Responsibility

Social responsibility

Student Success Commitment

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Commitment to student success

student centric

valuing student development

Student-Centric Focus

Student-Centricity

Attract more CCP students

Best transfer programs. Hub for the best transfer programs in NEO.

Focus on students

Truely student centric decisions

Transparent Clarity

Clarity

Transparency

Strategies to Thrive

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

Summary

The management and staff emphasized the importance of expanding student support services, strengthening industry and community partnerships, enhancing workforce development programs, and fostering community engagement.

It highlights the need for process improvement, agile business practices, better customer service training, competitive compensation, and professional growth opportunities for employees.

Promoting lifelong learning, leveraging technology, offering relevant certifications, and fostering a collaborative culture are also key. The text stresses the importance of embracing change, investing in facilities, maintaining affordability, and developing strategic teams.

Additionally, it calls for expanding academic programs, improving student experiences, and tracking alumni outcomes.

Responses

Affordable Education Experience

Consistency in quality across all courses
keep costs affordable and accessible for all students
re-imaginng the student experience

Building a Collaborative Academic Environment

Collaborate across all divisions - benefits the students
Create a collaborative ecosystem with other Colleges and focus on less overlap. (don't try to be all things to all people)
strive to eliminate the silos. common vision

Embracing Change and Innovation

continue to invest in facilities, update and adapt
Embrace change and innovation
Never stop changing

Embracing Flexibility and Empathy

Be Kind
Be nimble and flexible in the face of change
be nimble and quick
Foster a culture of empathy, kindness and understanding

Employee Development and Business Agility

Allow remote work for support staff
Competitive compensation to attract and retain the best employees and keep up with inflation.
focus on process improvement and agile business
Focus on supporting/ developing employees and building better connections among them outside of departments.
keep investing in good people
Mentorship for new employees
Offer more competitive wages and working environment for staff

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Support and develop good employees, keep pace with work market

Train front-line staff in how to treat customers (i.e. students) better

Truly nurture employees for professional growth

Enhancing Student Services and Lifelong Learning

Leverage Technology and Innovative Teaching Methods

Promote Lifelong Learning and Continuing Education

enhance student services

Foster more online classes and complete online degree

Hold faculty accountable for improving instruction to current practice of design

increased professional development for faculty (full-time and part-time)

More certification courses

Not all students need/want a degree - we should accept this as a reality

offer credentials that are current

Enhancing Student Support and Workforce Partnerships

Enhance Workforce Development Programs

Expand Student Support Service

Foster Community Engagement and Partnership

Strengthen Industry Partnerships

Community building internally and externally

community partnerships

Community Relations as Public Relations

Improve the Tri-C workforce

Nurture workforce partnerships

strengthen our industry partnerships

Strong partnerships with regional employers

Strong partnerships with regional industry organizations, ex. MAGNET

Utilize and expand community partnerships

Other

Academic departments active in professional organizations/send students to professional orgs related to their major

Be competitive; Offer more industry specific education

Bridge non-credit to credit pathways

Develop programs needed for changing times

Expand beyond Cuyahoga County for both online and on-ground degree offerings (but strategically for only select programs!)

Expand capacity in health careers (esp. those with long waiting list)

teach professionalism and soft skills

Track alumni outcomes