

# Listening Session Summary

## Tri-C Alumni

Thursday, March 6, 2025

### Breakout Group 2

**1 Reflecting on our vision...**  
Reflecting on the content and Dr. Burton'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?

**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?

**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 core values might we need to nurture and develop further to meet the challenges ahead?

### Strategies to Thrive

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

A large grid of sticky notes on a canvas, organized into columns. The sticky notes contain various ideas and concerns related to the listening session topics.

### Community Connection

Add a sticky note with your **NAME** and how many **YEARS** you've been connected with Tri-C

Double-click on the canvas to add a sticky note.

- Dwayne Dawson (guest wolf) - 5 years
- Michael Culp since 2013 graduate 2016, 2018
- Martell Jackson 16 years associated with Tri-C.
- It is Ken I have known Tri-C for a 1000 years
- Jennifer Davis - since 1992
- Donna Gaines Graduated in 2002
- Jennifer Davis
- Kerry Copes
- Katie Evans 26 year
- Patricia Gray - Graduated 2017 Favorite Movie Constant Gardner
- Theresa Jenkins 14 yrs Favorite movit "It's Complicated"
- Mirel Matitia 5 years
- Aba graduated in Spring 2021
- Carol 62
- Sharon Renner attended Tri-C 2014-2018 degree peace studies and conflict resolution. Also WIT graduate. I don't have a favorite movie but I love historical fiction.
- Doris 2021
- ready 22 years
- Rashiadah Weaver over 20 years Jesus Christ Superstar
- Dwayne Dawson I graduated in 1995
- Amy Mullen 2002 Graduate Favorite Movie: Frequency

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# Listening Session Summary

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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

Tri-C must focus on community involvement, eliminating barriers to success, and engaging throughout the planning process.

Key goals include helping students with adaptable career choices, providing credit for life experiences, and ensuring the curriculum stays current.

Challenges include financial struggles, competitive admissions, affordability, and student loan debt.

Tri-C should target demographics that would enroll, support students with jobs and families, and offer flexible classes. Emphasis on inclusivity, proactive civic engagement, and strategic planning is vital. Addressing student homelessness, single-parent support, and maintaining relevance with technological changes are crucial. Engaging high school students and ensuring a positive educational experience is essential to increase enrollment.

### Responses

#### **Adapting to AI and Strategic Planning**

AARP is talking about next acts - how can we build the next act journey?

AI and the changes it brings

creating and following strong strategic goals will be a challenge

Innovative strategies

keeping up with changes in technology, in the world

Plan to think before hiring upper management.

Think about how when hiring uppermanagement consider the

#### **Career Development Strategies**

an exploration period as they learn about career

Changes in programs needed and different professors needed for them

Credit for life experiences to use towards graduation

Helping students with career choices that adaptable to the current dichotomy.

How do we make a next career pathway for returning students?

How do we separate Tri-C from a 4-year institution?

How does the curriculum stay current with the career

HS students outlook on attending college vs going directly into the workforce

#### **Community Engagement Initiatives**

COMMUNITY engagement throughout the planning process

Community involvement

not waiting for results to happen to us but through us

Proactive in civic issues like human rights and voting rights.

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We must be inclusive

### **Corporate Strategy**

Corporate Attraction

Honest, transparent actions and etc.

Leadership and talent development

### **Education Challenges**

a challenge is that there is lots of competition, especially with remote college options now

creating a strong education and hiring strong professors can be a challenge

stay connected in the community and high schools

staying relevant as an institution

We need to figure out how to reach all populations in view of the declining enrollment. If the 25 age group is especially targeted, I would try to garner the opinions of the current students in that age group. I would also especially try to reach high schoolers by informing them how they can take classes for college credit while in high school and offer other ways to reach out to high schoolers who would normally be going directly to a four-year program. My daughter's friend took physics at Tri-C while in HS and it changed her perspective about community college and what it could offer. Also, my daughter's boyfriend took calculus at Tri-C during the summer while a student at UC

### **Enhancing Student Enrollment Experience**

affordable costs and encourage scholarship applications for students

as much flexibility in classes for students with jobs and families

Being competitive with regard to admission and cost

degree must be fruitful

eliminating barriers to success

essential to increase enrollment by targeting demographic that would enroll

keeping tuition costs down is a challenge

to create a positive education experience, and increase student enrollment

### **Financial Sustainability Issues**

Do people have a negative feeling about the word college

Financial Struggles

Potential lack of government funding (i.e. reliance on state levies, federal funding, etc.)

Student Loan Debt concerns

### **Future Planning**

Uncertain about future

What are we going to look like in 30 years? 10 years? 5 Years?

### **Student-Centric Education Approach**

Equitable outcomes for all students

Provide intellectual and practical skills training, integrative and applied learning. Engaging the community and showing the value of education. Providing real life training skills, helping students find balance.

Take students

To meet the needs of the students

### **Supporting Student Well-being**

Assisting the life challenges of the students.

More support for single parent households to help with obstacles

Student barriers

Student centered

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Student homelessness

## 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 is distinguished by its strong community partnerships, diverse and accessible programs, multiple campuses, and commitment to student success.

The institution offers a variety of credit and non-credit courses, workforce development, and unique programs including veterans, athletics, and high school-to-college pathways.

Tri-C is known for its affordability, extensive resources, and supportive faculty who are deeply invested in student outcomes.

The college also provides job training, certifications, and support services such as transportation, scholarships, and counseling.

Tri-C's outreach to students, alumni, and the community, along with its strong leadership and proximity to underserved demographics, contribute to its reputation as 'the people's college.'

### Responses

#### **Affordable Education**

lower tuition compared to other schools

Reasonable tuition

scholarships

#### **Campus Accessibility**

60+ very convenient

Availability of laptops

Its proximity to under resource demographic locations

More convenient for the CCP students

remote class options

Transportation (bus passes)

#### **Campus Diversity**

accessibility to students by multiple campuses

multicultural and multi-international student body

multiple campuses

Multiple campuses within the community

multiple campuses!!!

nice campuses

You're creating a high school to community college ~ pipeline" in a urban landscape

#### **Community Engagement**

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Community partnerships

Community partnerships

Invested in the success of our communities

Know the names of people - a true community feel

Known well in the community

Strong community partners

Uniques relationships with the government

Workforce development that partners with community agencies

### **Education and Job Training**

robust college workforce, trades, degree

Tri-C not only offers a great education, but they also offer job training, certifications, and entertainment.

### **Educational Outreach**

As a student, I felt our professors showed more care and concern and were more invested in student success than any other institution I have attended including graduate school. This is one of the great strengths of Tri-C. Also the way we are prepared to go on to another college is a strength.

dual journey between vocational learning and first start to a 4 year degree

TRI C is the people's college

Tri-C has a good connection with various communities that allows the school to understand and attempt to address the unique needs of the students. Tri-C has several locations which allows access to more students to get education right in their backyard. Tri-C has a variety of access programs that help students overcome barriers that could hinder them from attending school. The vast variety of courses (for credit and noncredit ) has a bonus.

Diversity of programming, resources, workforce

Tri-C has multiple campus, five different colleges, and now offer a four year degree.

Tri-Cs unique strength is that they an excellent outreach to the students, alum, and the community at large.

### **Financial Support**

Food pantries for students

Housing

Programs under the College also offers scholarships

scholarships

scholarships and grants

### **Institutional Strength**

Great and vast alumni

Great Foundation

Resources for the entire community whether they are students are not strong leadership

The sense of Family

### **Leadership Excellence**

Great Leadership

great staff

passionate and administrators

### **Program Diversity**

55+ programs

associates degree options

Athletic programs

Different programs that are unique

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Diverse programs

long-term Veterans programs

non degree class options

short term programming

The Nursing Program and Culinary Program is top tier in the nation

## **Resource Allocation**

Money

more resources

Resources

They have a lot of property

## **Student Accessibility**

accessibility by RTA

affordability

Affordability and accessibility

ATA

availability

## **Student Development**

career guidance

counseling programs for students

high school students earning college credit

Student Success minded

## **Student Support**

always asking opinions of former students. getting info straight from the source

knowledgeable professors and tutors

More Caring about students

Offers services for students to be successful

Professors that care

Provide students with a lot of beneficial information

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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

Students need to be adaptable, resilient, and possess a wide range of skills including hands-on clinical experiences, career development workshops, technical skills, soft skills such as communication and emotional intelligence, and an understanding of law and policies related to their career.

Key areas include engineering, computers, nursing, healthcare, technology, mathematics, science, and law.

Emphasis is placed on flexibility, professionalism, optimism, financial discipline, networking, and time management.

The ATA program offers competitive certifications in in-demand fields like welding, construction, and culinary, preparing students for a fast-paced job market. Critical thinking, teamwork, leadership, and a positive mindset are also essential for success.

#### Responses

##### **Career Development and Adaptability**

background knowledge in their field  
career development workshops  
current training for jobs students want  
hands on clinical experiences  
interviewing  
know the law that governs their choice of career  
mentoring and coaching  
Midlife career change  
Networking

Students must be adaptable to change and realize that they might have a change in employment and sometimes work in an industry that might not be directly related to their degree.

The ATA program offer competitive certifications in a fast pace changing marketplace  
understanding the policies and procedures of the career choice  
Welding, Construction, Culinary are in demand industries that ATA certifications offer

##### **Decision-making and Critical Thinking**

Critical thinking  
critical thinking skills  
Positive decision-making skills (patience)  
Problem solving

##### **Effective Communication and Empathy**

communication skills



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Critical thinking skills

Empathy and critical thinking skills

good listening skills

Soft communication skills

Strong people/communication skills

Understanding life challenges (social skills)

## **Effective Team Collaboration**

Communications

good teamwork

Group dynamics

Phone free social engagement

Team Player, Able to think outside the box

## **Essential Skills for Today's Market**

ability to learn new things quickly

I cannot stress enough the importance of communication skills. The class on fundamentals of communication should be a pre-requisite just like freshman composition. Also conflict resolution skills are necessary.

Computer science skills also.

The skill sets that students need whilst entering into today's market are inter-personal, critical thinking, computer literacy. Intermediate or above average Word, Excel, and database efficiency.

## **Key Industry Focus Areas**

Communication

Engineering

Healthcare

Law

Mathematics

Networking

Nursing

Science

## **Leadership and Responsibility**

Leadership/self-starter

Responsible

Willingness to put in the work to support the mission

## **Other**

5-year vision

Creative problem solvers

entrepreneur

Keep ATA

stress management

Understanding computer programs

## **Personal Development and Adaptability**

adaptable

financial discipline

flexibility

Flexibility

Professionalism

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Reliability

resilience

Time management

Understanding processes

## **Professional Attitude and Self-awareness**

Be on time and show up

confidence

Flexible and optimistic with employers

Hope/Possibilities

Know how to be selfless

Optimism with self

Positive attitudes

Positive mindset

Self understanding - True strengths weakness - desires

## **Skills Development and Balance**

Applied skills, technical skills, emotional intelligence, soft skills (communication, listening), entrepreneurial insight, language skills, DISC assessment through the Career Center. Work/life balance, conflict resolution.

Political awareness/history. A second language. Critical thinking

communication skills

interpersonal skills

Soft skills

Soft skills - communication skills beyond text messaging

Soft Skills - EI

Technical skills a plenty

Understanding transferable skills

## **Tech Literacy**

base technical skills

Computer literate

Computers

Keeping up with technology and changes

Reading

technology

They much has exposure to AI

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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

Students must be adaptable, flexible, and resilient, with strong communication, critical thinking, and computer literacy skills.

Career development includes hands-on experiences, mentoring, and understanding industry laws and policies. Key skills also encompass financial discipline, professionalism, optimism, and networking. Technical and applied skills, such as AI, welding, construction, and culinary, are in demand.

Soft skills, including emotional intelligence, teamwork, problem-solving, and conflict resolution, are essential.

In short, continuous learning and adaptability to technology and job market changes are crucial for success.

### Responses

#### **Accessibility and Empathy**

availability

Empathy

locations

technology

#### **Adaptability and Affordability**

affordable

AI is going to change the world - we have to change

Change Agent

nice staff

Not stuck in the mud

strong leadership

#### **Community Engagement**

always emphasize community

ATA provides a newsletter and continues to collaborate with its stakeholders and Cuyahoga County communities as a whole

community responsiveness

Keep attending the community collabs (Friendly Inn, University Settlement etc)

Keep your footprint in CMSD (I can assist with that Kerry Copes)

Offering communitiy

remaining the "community's college"

What does business and community see as needed

You are already sharpening your cutting edge through remaining conscious of the community model

#### **Education and Training Opportunities**

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alumni

good professors

post graduate group support - It is beyond just the time at Tri-C but life long

Upskill older citizens

We need to have a 5 month change plan (need to have courses much faster)

workforce training

### **Innovation and Exploration**

confidence to try new things

have an inquisitive mindset

Innovative

### **Other**

Advance your presence in the elementary schools while parents are most invested

Attentiveness

Currently, the elephant in the room is the political landscape.

Keep College current website user friendly

respecting the differences of others

strong goals

### **Overcoming Perceptions**

Academic freedom, inclusivity, equity, inclusion, social responsibility, accessibility and affordability. Continued commitment to student success. Real life programming. Community engagement and collaborative learning.

Transparency!!!!!! Commitment to students not the Board.

promote individual and institutional success

The institutional challenges are to address the negative viewpoints that some of society has toward a college education.

Tri-C needs to address the perception among high-schoolers that it is more remedial in nature than nurturing, as evidenced by my daughter's experience. I absolutely think that CCC fills a need with WIT and older adults and also for trade skills preparation but that does not seem to be the perception among high-schoolers. If tuition could be free that would attract more potential students, but I don't know if that is feasible. Income should not be a barrier to education. CCC already does a good job at helping students with aid so that could be more strongly advertised.

### **Program Enrichment and Empowerment**

confidence to complete a program

continuous improvement, always room to grow which I do think this value is already implemented

We need to have courses that build hope - and engaged outcomes

### **Student Support and Application**

applying the learning materials being taught

Post graduation follow-up with students (improve)

Staying in touch with student needs

### **Student-Centric Approach**

Faculty work the closest with our students, get their feedback and work with them on their experiences and ideas

Focus on students graduating

Help students to be civically responsible to exercise their voice responsibly, audibly, and even at the ballot box.

Helping older students to feel engageable

helping students in crisis

It is not about the teacher teaching but students teaching

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Mindset of students

Nurturing family values of students

staying student centered

Student centric

What student's value/important to them

## **Tuition Support and Growth**

growing enrollment

Keeping tuition affordable

keeping tuition affordable for students

scholarships

tutoring

## **Unity and Motivation**

connect with each other to achieve a common goal

freedom to express ones desires without judging

keep your leaders within reach. it's so important to see your faces and hear your voices regularly

know your "why"

self-motivations

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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

Addressing homelessness and supporting the community through various initiatives such as housing, day care, job placement, family counseling, food assistance, mental health support, and career advising. Collaborations with CMHA, elementary and high schools, and local employers to provide personalized learning paths, immersive and online learning, career workshops, and workforce training.

Emphasis on early childhood development, special tutoring programs, direct employment, and emotional care.

Involvement of students in volunteering, engaging family members, and providing scholarships, trade programs, and pre-high school learning opportunities to reduce financial barriers.

Fostering career exploration and readiness for an AI-driven job market, sports recruiting, and satellite schools within high schools.

## Responses

### **Career Development Programs**

60% of jobs will have AI how do you build students ready for tht world?

career fairs to advertise

Career exploration

employer networking

More 4-year degree programs

more career advising

more career workshops

Personalized learning paths, immersive learning environment. More on line learning

Second profession degree

### **Career Path Awareness**

Career Day events at the elementary schools

Pre-high School learn opportunities to introduce Tri-C as a future option

Satellite schools within the high schools

sports recruiting for high school students

### **Education Enhancement Strategies**

Advance your collaborations with elementary schools never too early to start exposing our children

Consistent contact with draw area schools (k-12)

Getting family members involve in the educational process of their loved one in college with monetary incentives, Tri-C gear, gift cards, sports (+local pro teams).

more involvement with high schools

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Reach out to the 25-age group to find out why they are not attending. Offer more scholarships to reduce financial barriers. Offer day care to reduce that barrier. Offer more trade programs for those students not interested in a 4-yr degree. Partner with more 4-yr colleges and high schools in creative ways (summer classes, college credit while in HS).

### **Homelessness Support Initiatives**

Community canvas in the CMHA housing door to door  
community fair

Day Care

food

Homelessness

Housing, day care, job placement, family counseling,

Mental Health support system

student housing

Working with CMHA

### **Other**

involve student in the volunteering projects to understand the value of giving

We cannot trust that we have retirement - how do we reskill our second chance student

We need more people to answer calls and assist students and community. More employees who care about people. Better access for people to apply to fire academy and police academy.

### **Personalized Emotional Support**

Bring back the STAR Tutoring Program {tutoring program} a special tutoring program for students that need extra help or are disabled

Emotional Care in times of crisis - group and individual care

How do we give students that may be currently homeless hope?

There is no one size fits all; be more individualized

### **Workforce Development Programs**

daycare which can also be an early childhood development degree program

Direct employment

workforce training options