

Table Discussions: Question 1

- Thinking of items within our control and our current resources:
- What are the immediate opportunities and challenges that Terra and the Community must address in order to create and support a best-in-class, student-centered experience?
 - Tomorrow?
 - In the next 3 months?
 - In the next 6 months?
- Cost analysis of overload plus adjuncts with cost full-time faculty
 - Financial implications
 - Consistency in classroom
- Enroll more students
 - More students in funnel
 - More conversion at center stage of funnel
 - Review staffing needed to build funnel
- Repair relationships
 - Employees
 - Community members [Rotary STRIVE}
 - Education partners
- Learn from area high school students, their preceptor(s) of Terra State
- Fill housing
- Caring for each other
- Passion
- Trust – Rebuild it
- Perceptions externally
- Number of degrees and programs at the College
- Participation of community member in programs
- Inclusion of high school students in programs
 - Note profile of high school students is changing
 - Expose kids to offerings. Try it.
 - Must educate parents re: opportunities
- Communications – chunk it into smaller pieces
- Improve academic programs to prepare people for workforce! Meet workforce needs of community. Technical heritage. Intentional message that College is here to provide for needs.
- Actions must back up words
- Stop trying to be all things to all people
- Adjust and change programs in faster mode
- 3-D Printing
- Include business and industry partners who can assist critical thinking and problem solving
- A.T.S. (Associates of Technical Studies)

- Offices in classroom
- Hiring Committees – faculty
 - Personal touch for students
- Eliminate Division Meetings
- Quality Improvement Teams
 - What process is not working?
- In person vs. online classes
- Lack of Communication
 - Have faculty teach
- Inclusive! Adjuncts
 - Small celebrations
- Staffing
- Community service for students
- Helping! Cross-function
- Tutoring
- Change Perceptions
 - Get out of the campus!
 - Sell college while there
 - Branding
- WE are ALL Sales People
 - Vision and Mission Statement
 - Pocket cards
- Destination Point
 - Weekend offering classes
 - University trip day bus tour
- Customer Service
 - Face to face vs online
 - Staffing
 - Adjuncts
- We need Money
 - 127 students = 1 million
- Do we know who we are?
 - Does the Community?
- What makes us great?
- How is Terra?
 - Positive Answers!
- More night classes (Nursing)
- More one on one with faculty
 - Students – “Starfish App”
 - Faculty reach out
- Building Personal Relationships
- Technology – Terra App
 - Bring into orientation

- One Stop Shop
 - Financial Aid, Admissions together
- Student lounge
- Caring, Passion, Trust *coming back
- Perceptions – Internally & Externally
 - Positivity
- Programs
 - How many? How utilized? Efficient?
 - How to expose high school kids to offerings?
 - Parents?
- Communication
 - Small, digestible chunks
 - Meet workforce needs of community technical heritage.
- Actions must back up words
 - No more just talk
- Stop trying to be all things to all people
- Quicker changes to programs
- Critical thinking and problem solving
 - Basics for students
- 3-D printing (as example)
 - What business can help?
- Breakdown of college with faculty and advising
 - Turnover; new – no mentor or training?
 - Students voicing concerns
- Relationships (w/ students)
 - Hard to do online – loss of personal touch
 - CCP challenges with on campus
 - Parents key here? Savings Discussion?
- Terra Community Orchestra
 - Great program!
 - Stigma around Terra, but that subsides
 - Positive narrative, on campus

Table Discussions: Question 2:

- Envisioning Terra as a best-in-class student-centered experience:

- If we were to visualize Terra as a vibrant and thriving community resource, what does that look like? What changes or collaborations in the short and long-term must Terra and the Community undertake to get us closer to this new future state?
 - In the next year?
 - In 2 years?
 - In 3 years?

- Get people on this campus to see what we have
- Leverage Technology – requires infrastructure
- Passion – Contacts from faculty/department decreased. Need to regain.
- Rekindle spirit of college
- Include community in vibrancy and collaboration. Partner with business to teach and/or assist with class.
- Use business and industry partners' equipment (i.e. Tower International, Vanguard-Sentinel)
- Chunk information – share knowledge/learning in shorter pieces. Attention span.
- Be the go-to choice
- Create win-win-win situations for community and partners.
- We've lost relationships and understanding of what community wants. Rebuild it.
- Programs that are relevant and necessary
- Well qualified faculty
 - Provide more professional development for both faculty and staff. Historically we have not invested in people.
 - Host professional development (i.e. CEU's)
- Invest in our people
- Take care of our facilities. Keep our learning spaces up to date
- Need employees who are passionate
- Get alumni to help promote good experiences
- Partner with company to build our facilities for us

- Empower budget managers, and turn around fiscal situations
- Trustees who are passionate to help college (appointed by governor)
- How do we leverage events for other programs (orchestra, art, etc.) to showcase other offering?
- Tell our story!
 - Commencement
 - Robotics example
- What generates outcomes?
- Basic community values (Back to them)
- Rotation of business leaders
 - New ideas!
- Collaborate with companies
 - Resources, teaching, internships
- Like Science Fair, but tech or other
 - Bring them to campus
 - Kids College
- Focus our resources
 - Are all programs necessary?
- Value the individual
- Which programs are vibrant?
 - Others unnecessary?
- Hosting professional development opportunities
 - Invest in us!
- CARE for current facilities
- Tap alumni
 - Grow your own
- Partner with companies to improve facilities (gym)
- Empower budget managers
- Passionate Trustees
- Cross promotion with other schools
- Help CCP students feel like Terra State Community College

- Engagement
- Open communication with Parents
- How are we unique?
 - Sell us
- What does a Terra Certificate mean to employers
- Center of Fremont Community
- Equipment for labs – obsolete
- Internships/Collaborate with Industry
- Online Class & Equipment Readiness
 - Workshop
 - Co-Requisite
 - Online Faculty Meeting
- Employers are training “resources”
 - Workforce readiness; needs
 - Internships, apprenticeships
- Promoting value of degree
 - Results: % of placement, \$ earned after graduation
- Increasing visibility, bringing people to campus
 - BACK ON CAMPUS!
- Developing community
- Additional bachelor programs to keep people longer
- Identify local students leaving town for school – get them back?
- Evaluate day/time course offerings or offer cohort flex options.

Table Discussions: Question 3:

- Reflecting on all we have heard and discussed today:
- What are the essential core values and daily behaviors that will support Terra and the Community's forward progress towards its new future state?
 - As an award-winning student-centered experience?
 - As a best-place to work?
 - As a vibrant community resource?

- Be nice. Be friendly
- Show respect. Empowering people
- Value students
 - Places to learn
 - Places to study
 - Places to exercise in good working order
 - Places to relax
- Provide childcare. Regular and short-term
- Customer service
 - Helping each other
 - Increased involvement
 - Succession plans/culture change
- Accountability
- Valuing education – Rigorous education
- Being grateful
- Empowerment
- Trust
- Support (Build up not down)
- Involvement
 - On campus activity
 - Business after hours
- Succession Plans
- Culture Change

- What's Good
- Dealing with issues
 - Proactively
- “Alleviating the lingering fear that the negative situations that occurred in the past WILL NOT happen again.”
- Trust – leadership First
 - Pull together
- Mutual Professional Respect
 - Regardless of position
- Admit mistakes and say you are sorry
 - Especially leadership
- Respect with accountability
- Passion with fun
- Open communication
 - Timely responses
 - What is the standard? 24 hours
 - Norms
- Grateful
- Mission – short, easy to understand
- La-Ti-Da (don't think you are better than anyone else)
- Themes
- Follow-up after meeting
- Community Gem
- Orientations
 - All programs
 - Student Centered
 - See Everything
- New employee onboarding
- Life-long learning students
- Meals for underserved
- Relationships

- Optimism
 - Transparency
 - Mutual engagement
 - Honesty
 - Integrity
- Actions we can engage in to live core values?
 - Smiling (acknowledgement)
 - Ownership
 - Collaboration
 - Build trust with students by communicating
 - Are we a good resource for the community? Them for us?
 - Vibrant, collaborative trustful
 - Past – Let’s bring the positive back, but we will never be Terra Tech again
 - Transparency & Honesty
 - Tell us before it is a problem
 - Respect, optimism, family, SMILE 😊
 - Students need life skills
 - Critical thinking, problem solving, working with others, positivity
 - Know where we were, turn page to new
 - Kind, open minded, genuine, humor, integrity, owning mistakes
 - Do our colleagues know our story?
 - Orientations
 - Give it a fair try – Commitment, data, reevaluate