

**DEPARTMENT**

**What do you value most about Columbus State?**

**What do we do best to help students succeed?**

<b>The Bookstore</b>	- Affordability for students - We contribute to region / community (Job skills, Upward Mobility) - Enjoy Culture (College promotes a world view) - Diverse Atmosphere - Employee Benefits (health care, tuition reimbursement, professional development, giving	- Provide Resources (Learning Materials, Merchandise, Testing Assessments, Affordability - CSCC owned and operated Bookstore- gives flexibility to be proactive in meeting student needs - Considered as a student Hub for many- providing information and pla
<b>Business Programs Department BMGT, FMGT, ACCT, BOA, HRM</b>	Student focused Small classes Autonomy Wide variety of ages Empowering & impacting a diverse group of students Open access	Tutoring for most areas Hold smaller classes to give more individual attention Practitioners teaching who can give "real world" experience to the classroom We are the value leaders on tuition Curriculum is faculty driven Diverse curriculum and faculty Dedicated faculty who provide ongoing mentoring outside of class
<b>Information Technology Communications Technologies and PC Services.</b>	We value the STUDENTS of Columbus State as our customers, our partners, our students and our teachers. We value our colleagues as our customers, our partners, our students and our teachers. We value the contribution that Columbus State makes to individuals and to our community. We value the stability of our workplace. We value the opportunity that the college provides us to grow and contribute in improving our lives while we improve the lives of others. We value the accessibility of our college to everyone who wants or needs to come here. We value the sense of PRIDE that comes from being a part of something doing such good for so many people. We value that we can still be individuals and work in an organization that will allow, even encourage, people to be people. We value that our ideas are	We provide an affordable path to education. We provide ample, timely and secure access to technology resources. We use simple methods (one name one password) and employ liberal access policies while honoring our fiduciary responsibility to keep users secure. We innovate and constantly explore ways to make technology a better and better tool to support the education mission of the college. We provide free access to resources that many other institutions charge for. "We help people, who help people, who help people and we help those people to." We learn from our students and our colleagues.
<b>Disability Services, Counseling Services, Career/Acloche'</b>	• Students/Student success • Diversity • Small campus • Open access, concrete outcomes • Partnerships and resources • Accepting atmosphere • Support from administration • Professional development opportunities • That our opinions are being asked • Recognizes a problem and acts on that problem • Workforce development outreach and non credit classes • Employee benefits • Free parking • Understanding the developmental needs of our students and meeting them where they are at • Technology • Improvement of campus safety measures • Behavior intervention team • Letting the community define who we really are...a true community college philosophy • Recycling/sustainability • We provide an opportunity and options for students to be successful that they may have never had before	• Counseling services- We make individualized plans for students to fit their needs. • Keep up to date on professional development for staff in CS, and DS so they can better serve the students • Disability Services and Counseling Services provides training to other departments on campus regarding the students we serve and how to best meet their needs • Disability Services, Counseling Services, and Career/Acloche, work in collaboration to support students • We use an interdisciplinary approach in a cross functional manner for the well being of students • Commitment to never quit helping the individual student • CSCC is affordable and all services are free • Commitment to continue assessment of dept processes and services to better serve the student • Empower students to succeed
<b>Combined Assessment, Curriculum, K-12 Initiatives and Title III</b>	People Job has value Educational opportunities for students and employees Gateway to _____ Teaching and Learning Student Centered Variety of campus and student experiences Partnerships All employees do their best Diversity Providing transferrable education and skill sets Flexibility _____ Open Access Professionalism and dedication of staff, faculty and administration Respect Energy of the campus	Small classes Faculty and staff willing to give their time to students Faculty vested in student learning – care about and push students Student Centered Services Atmosphere built for helping each other and the community Life experience of faculty to act as mentors Practical work experience that faculty bring to the classroom Work hard to maintain affordability Work hard at being accessible to the community Innovative Provide academic path to graduation and transfer Quick response and customer service College readiness programs Keep students engaged on campus Academic and social support networks Academic Advising – personal and face to face Tutoring Communicating our Gen Ed goals Encourage high academic standards Engage students in learning process through assessment Stay on top of emerging technologies Variety of learning modalities We tell students what they need to hear/know Honest about issues Willing to take risks Individuals involved with the students take personal responsibility and follow through

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**Health, Dental & Veterinary Programs**

-diversity of students, -opportunity for: teaching materials, varied opportunities for student careers, -follow through with students for attainment of job -cost of tuition -steady growth: keep up with demand of student needs -support from faculty and s

-Individual attention: one on one meetings with students to assess needs -High expectation for student performance: stated in syllabus, course objectives, critique, tutor and challenge the student, daily feedback on laboratory performance, 5th quarter stud

**Hospitality, Massage Therapy, Sport and Exercise Studies**

1. Curricular diversity. 2. Open access. 3. Community based education. 4. Strength of C&T advising. 5. Friendly atmosphere. 6. Progressive leadership. 7. Student first attitude. 8. Alumni Affairs (SES). 9. Flexibility.

1. Departmental advising. 2. Listen to needs of students (class scheduling, new programs, etc.) 3. Warm, friendly, family-like environment. 4. Career placement. 5. HMTSES faculty understand and can clearly articulate enrollment processes. 6. Online degree options. 7. Tutoring of students. 8. Hands on training opportunities (Massage Therapy lab, Food Production Lab, and SES-HPC lab).

**Transitional Workforce**

"I value the commitment that CSCC employees have to student success – not just academic success, but life success. The majority of clients we serve within TWF programs have significant barriers and "life-issues" that stand in the way of their success. I believe the TWF staff works to help our clients overcome these issues and succeed – sometimes perhaps in small incremental steps – but positive steps nonetheless." • Diversity • Quality of training • Options available for the community • Real people/diverse staff • The opportunity to work with great people to help improve people's lives • Resources available at the college (department, people, etc...) • Students • Caring staff • Students have infinite opportunities to succeed – many instructors/people wanting them to be successful •

As an institution, we serve students where they are: • Non-traditional • Unemployed/under-employed/displaced • Low-to-no income/impoverished • Non-English speaking • Low cost/great value education • Instructors are real world instructors • Affordability • Overcome Barriers (OTAP) • Create meaningful, relevant curriculum (up-to-date) • Meet them where they are and help them get to where they need to be • Giving students the help/extra help they need • Make learning interesting • Culturally aware • "Going the extra mile is simply what we do."

**Human Services**

\* Training for faculty (conferences, webinars), professional development \* Diversity \* Civility - students and coworkers \* Opportunity for faculty, staff and students to grow \* Benefits/perks: personal trainers, tuition reimbursement, flu shots \* Accesibility \* Breaks \* Healthy food choices in cafeteria \* Free parking, when you get a space \* Small class sizes \* Support for practical experiences for students (practicums, clinicals, internships) \* Collaboration with community groups \* Great adjuncts \* "Everybody gets their minute" - we listen to what folks have to say \* Low cost tuition \* Comraderie in the department \* Smart rooms (when available) \* Support of innovative projects/programs \* Support systems, example: The Help Desk

\* Flexible scheduling times, both advising and classes \* Web/Hybrid class offerings \* Individual advising for students \* Support services: TRIO, G.O.T., the Writing Center, tutoring center \* Articulation agreements \* Counseling Center \* Faculty accessibility \* Individual attention to student needs \* Answer all questions (even "stupid" ones), aka: we listen \* Childcare Center \* Variety of teaching methods to address diverse abilities \* Faculty continually looking for new, better ways to teach and serve students \* Direct, caring feedback given to students \* Small class sizes

**Financial Aid and Veteran Services**

• Giving students an opportunity to attend college that would not otherwise have the opportunity. Open enrollment. Cost. Diversity of student body. President and senior leadership looking at campus initiatives as a whole-mission and values Transferability of classes. Partnerships. Numerous and innovative efforts to be competitive and showcase our desire to be a quality institution of higher learning • Our community involvement

Scholarship opportunities • Cost-we keep cost down-low tuition • Realizing that change is inevitable and needed • Different options to take classes • Regional campuses • "We meet students where they're at." o P16 Initiative o Trio o K-12 o Work-study/Student employment opportunities

**DEPARTMENT****What do you value most about Columbus State?****What do we do best to help students succeed?****Procurement and Campus Services**

• Job security • Love my job • I love what we do and give people a second chance • We have people who will walk them through every step • We have a lot of classes and programs • I like the people, people are friendly • Plenty of opportunities • Not just job security, it is the family environment—you can count on your co-workers • You can start over here. You can grow with your co-workers and student you come in contact with • Family atmosphere • People treat students like family • Everybody is real helpful for students • I feel we make a difference in people's lives everyday • It is good to work with people you care about it, it is a family • The feeling of community working here I feel it and as a student • I value students. We are here to assist them in the transition. We provide opportunities, we can't guarantee success, but we provide opportunities • As a student, I had lots of opportunities, I look forward to the opportunities as an employee • I value the neat intersection to change the trajectory of their lives • I value the connection the to the community...everywhere I go in Central Ohio I run into people CSCC was a door for them—happy to be a part of this • I am grateful for my co-workers, I have wonderful people to be around. I spend 40 hours here, it is good to be around Tony and Britt. Opportunities to help people...I don't always see it, but I know it is connected. It keeps me out of my head. • The opportunity helps you grow. I enjoy helping people. People bring their kids by when their kids start coming—I say what can I do for you...a big family. A pretty good way to live. • We change people's lives. Everyone—all backgrounds can succeed here. • I love the diversity. Coming to CSCC was like not leaving Mississippi. I enjoy the people I work with and the students. • I don't get to interact with the students on this level. Even if backstage. the

**TRiO Programs**

• Job security (campus growth etc.) • Investment in employee growth and development • Value lifelong learning for students AND staff • Mission of CSCC and greater value placed on a "softer" bottom line rather than the corporate profit motivation • Open access to education, providing HOPE for students, helping students build better lives • Diversity in students and staff • Networking opportunities • Staff have the desire and enthusiasm to be good at their jobs • Great financial value for students • Good institutional reputation and sphere of influence • Central location(s) and ease of accessibility

• Give people a second chance • Serve as a bridge • Cut down the roadblocks—helpful for adults • We refuse to perpetuate the "community college" this is not a joke school. Sometimes we hear students say, man CSCC was harder. • We provide good customer service because if we didn't, students wouldn't succeed • We have better faculty—they take pride in what they do...real world experience, not taught by Tas • We kept the credit hour the same—we keep it affordability • People are trying to improve themselves—Teachers specifically with technology..teachers have had to change with the changing student • Providing the different tools for each step...everybody gets the tools they need to take the next step • Provide a personal touch, not a number here • We are mentors • Our instructors are trained, go to conferences and are up to date • It is not just high schoolers, we teach people who are out of jobs, cross training for new careers, very diverse education for different types of people..even non-credit. They are helping elderly as well. • We are here for everybody • We are still in touch with the community and we still have the ability to change with the market, how long does it take OSU to change? We can adapt. • We need to recognize and acknowledge them as a students—we as employees need to pivot and point them in the right direction, let's do all we can to help them. One day we might be the student who needs help, recognize and listening to them succeed. • (micro) • Answer questions • We have departments who miss deadlines and conferenecees, we stop what we are doing, we get them there, we do it by any means possible (legit), we know if we don't do it, it will put a negative light on CSCC. We stop what we are doing to make it happen • We handle interruptions • We are nimble • Next miracle in 15 minutes • We added 100,000 (300,00-400,000) without any new resources • Negotiated contracts to save money • We are not afraid to look at what we do—faster, more efficient—we are not afraid to do this • We pay vendors in a timely manner. It keeps all of us running • We make things available—we try to pull off copy orders in very short time turnarounds ready for their classes • We have helped the testing center get out over 900 tests to different colleges in a timely manner • Stay well into the night and weekends to produce materials for students...quality—make things look nice—streamline...looking to do more...I get nervous when I am not doing... • All other duties as assigned can be big at times • We • Willingness of staff to "hand hold" students and provide specialized attention and guidance • Show students that they are special, important, and valued • TRiO SSS provides students with a sense of connectedness and a home base • Relationships, emotional ties, bonds, integration, and accompanying accountability (between TriO staff and students, and facilitated between students) • WD does great work that is very targeted and makes a quick impact in the community and in the lives of individuals • Student Assistance Center staff is very helpful and friendly • Grants area in the President's Office does a fantastic job of notifying areas of potential funding opportunities, and then also working with them to develop proposals and follow-up reports • Faculty/student relations (most faculty are willing to go beyond the classroom) • Small classes • Networking • Unique student opportunities in TRiO (student leadership conferences, field trips, summer programing, etc.)

**Institutional Advancement**

• Meaningful job • Helping people make positive change – improving their lives • Job stability • Beauty of campuses • Growing organization - not stagnant • Professional development • Open to new initiatives • Fiscal stewardship – tuition stability

• Removing barriers – getting information they need • Get students in the door • Start building relationships with students • Establish brand: High-quality programs and personal attention • We meet students where they are (Web, social media, TV, videos, communications) • Create excitement/buzz/engagement • Easy-to-find pathways • Easy-to-use website • Promoting success examples – peer modeling (Web, video, banners)

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**What do we do best to help students succeed?**

**Developmental Education**

• Open access that gives everyone a chance to improve their lives • Diversity of students • Approachability to faculty and staff • Smaller classroom sizes • Faculty interaction • Quality education at affordable prices • The excellence in instruction • Student interaction • Faculty interaction • Opportunities for student to take their classes-flexible scheduling (times, modes of instruction/delivery) • Desire to make every student feel excepted and meaningful • Resources available (labs, technology, tutoring, counselor, Testing Center) • Collaborative spirit • Personal and Professional development • Quality Degrees • Community involvement • Emphasis on teaching • Off-Campus sites (Regional sites) • IT support and innovative ways to help faculty deliver their instruction

• We (Dev. Ed.) are the model for "At Risk" students • We offer labs • We offer tutoring • We offer mastery learning • We offer different delivery modes (videos, Blackboard, etc) • We offer intrusive advising and study skills • We provide guidance to the "right" places on campus • We make connections with our students • We offer standardization that helps with departmental consistency in evaluation • We provide individual attention • We offer courses at various times and in a variety of teaching modes • Emphasis on pedagogy – quality teaching • We allow students to start at their appropriate level and provide them opportunities to grow • We accommodate special needs (via Disability Services) • Extra-curricular (clubs, organizations, sports, etc) • Affordable tuition • Accommodations • Safe environment • Competent and caring faculty, staff, chair • BIT (Behavioral Intervention Team) • We help non-traditional students (provide easy access) • Autism Awareness • Provides a holistic approach to retention...academic and personal development

**ESL Afterschool Communities (an area of TWF department)**

• The opportunity to work with great people to help improve people's lives • Resources available at the college (department, people, etc...) • Real people/diverse staff • Working with students from different countries who are hungry to learn

• Get to know students as people – build relationships • Create meaningful, relevant curriculum • Support immigrant/refugee community--create trust and respect in their communities, brand the Columbus State name • Cultural Awareness • Create community partnerships that supports comprehensive care for the individual/community • Collaborate with campus programs and bring innovation to the communities

**Student Life**

1. The President putting a spotlight on diverse needs of the college community 2. The student success and attainment focus 3. The current cross functional relationships that are being developed 4. The level of bureaucracy is not the same as a four year institution, which is a positive element 5. The people and the opportunity to be able to contribute to the conversation on

1. There are a lot of support services that are available for students 2. At the community college level we value student involvement and leadership 3. We have people who go out of their way to help students

**Distance Learning & Instructional Technologies**

1. Diversity of people who work and attend college here. 2. Open access. 3. Wide variety of resources for employess and students. 4. Significant and unique role in the community.

1. We have very strong faculty 2. Very strong support services to help them be effective. 3. flexible course offereing to meet diverse student needs. 4. Effective use of technology to enhance the teaching and learning process.

**Department of Public Safety**

1. The wonderful group of people I get to work with 2. Sense of community 3. My paycheck 4. Diversity of people 5. Free education for employees 6. Overall atmosphere of the entire college 7. Training opportunities at work 8. Meeting people where they are (students) 9. Relationships/Friendships within the department 10. Job security 11. Support given to students for them to succeed 12. Satisfaction from helping people 13. Multiple facilities and properties of Columbus State 14. Cultural exposure of meeting new people 15. New facility and equipment(Delaware Hall) 16. Location of campus (centrally located) 17. Co-workers in department 18. Interactions between faculty, staff, and students 19. Diversity of programs (number of programs available) 20. Availability of online courses 21. Contacts made and response from those contacts (problem solving) 22. Consistency across campus (most people are on same page, mission well known) 23. Ability to respond to individual needs of those on campus 24. Sense of belonging (not a number) 25. I value being valued (people appreciate what we do) 26. Ability to help students in crisis 27. Freedom to perform job and make decisions (being empowered) 28. Growth of Columbus State (Delaware Campus, Gahanna) 29. Success

1. Directions and services (even if not directly related to Public Safety) 2. Gather information and being prepared to assist others 3. Safety equipment is ready for use and routinely tested 4. Available to anyone on a 24/7/365 basis 5. Services of Crisis Intervention Teams (life saving in suicidal situations) 6. Parking assistance so students can get to class on time 7. Crisis intervention on smaller levels (lost cars, can't find class) 8. Time spent sifting through information to see what matter 9. All around safe environment from Community Policing to RAVE services 10. Personnel are very approachable 11. Act as ultimate liaison between students and departments (i.e. student behavioral team) 12. Show empathy to people 13. Fast response time to calls for service 14. Relationships with outside departments (police/fire/EMS) for quick, professional response 15. Good relationship with community 16. Make people feel important. We don't down-play their situations as being non-important 17. Actively look for those "looking" like they need help (lost students) 18. Provide information sessions (safety classes, kids in college) 19. Ability to relate to the diversity of students (because of diversity within department) 20. Create and maintain a safe learning environment 21. Treat everyone as equals

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<b>Construction Sciences &amp; Engineering Technology</b>	A stable environment with dedicated employees who know and follow their to ensure their success. We value most that we have the opportunity to help students to meet their educational needs from the beginning to the end of their CSCC experiences.	We go the extra mile. We do whatever it takes to ensure student success. We have the freedom to be creative and cutting edge with our programs and to develop comprehensive relationships with student in order to guide them through to their goals.
<b>Justice and Safety Programs</b>	Accessibility, value for the money, good experienced faculty that are relevant to the field, small class size, parking, community reputation, and collegiality of faculty.	develop relationships, lead by example, provide options, help them become marketable, advising, individualized attention, 2nd and 3rd chances for students, prior experience credit opportunities.
<b>CSET</b>	Affordable tuition, access for the underprivileged.	By offering classes when they want to take them, not when we feel like coming in.
<b>Records and Registration/Student Assistance Center</b>	Being employed by the college; the college is fiscally sound; availability of professional development and education; the expertise, talent and professionalism of CSCC employees; the college is a resource for the community; employees want to help each other and want to share information, resources and skills; CSCC is very welcoming to the community; CSCC is very open with its admission and its ability to assist students in becoming 'college ready'; giving students the ability and opportunity for the betterment of their lives and education; tuition is affordable; being part of committees and organizations not only at CSCC but around the state; diversity of talent available throughout the staff; strong leadership; collegial colleagues – colleagues as friends; CSCC recognizes the hard work of its employees; the ability to move from student to student employee to part-time employee to	Provide excellent customer service; provide correct information; always reviewing our processes for continuous improvement; approaching each student as someone to learn from; provide guidance; flexibility
<b>Human Resources</b>	Benefits, Opportunity for staff development, fantastic value to community, high quality education for great value, employee engagement and input, diverse nature of student and employees, people we work with, flexibility, variety of work, location of campus, on-site facility and training classes, internal partnerships, colleagues, low tuition, people as a resource, fact that we support staff, faculty and admin, flat institution (low turnover), see how we can make a difference, value sustainability, learning environment that supports students, centralized in Columbus, diversity of population to allow for greater enrollment, support of professional development, flexibility of employee schedules, energetic atmosphere of employees and students, community impact, focus on wellness / work life balance.	People paid on time, wellness programs, strength-finders, developing staff to reach their potential, mentoring programs, affordable education, partnerships with other colleges, providing positive outlet to community, prepare students to attend other institutions, access to various programs for students at all levels (adults, CEWD, career change, first time students), personal attention to each student, availability of faculty and staff (one-on-one contact), offer practical job training, offer special and unique services to students(mock interviews, writing center, etc), career assistance, student assistance center, recruit, hire, support and retain talented faculty and staff, performance management which gives direction and aligns with college goals, environmentally conscious, disability services, welcome back week for students, campus events, accessibility (location, hours, modes of delivery, web classes), commitment to teaching, improving what we do, all departments working together focusing on teaching, welcome team.
<b>Cashiers and Student Accounting</b>	Columbus State provides a quality education at a low price. We are able to reach different sects of the Columbus area and are socially involved in the community. Even though we are a large school we still have a smaller campus where everything is centralized which makes the school feel more welcoming and like we're all a family. Columbus State also provides a great place to work with amazing managers and coworkers. Our work environment surpasses most private sector work environments.	We believe that excellence has become part of our nature and culture in Cashiers and Student Accounting. We make sure our info is updated and make sure the students have their refund money on time. We provide a method for students to be able to communicate with us after hours. We rely on each other to help find answers and solutions. We provide timely responses to student and faculty/staff issues. We relate well to the student and are able to read between the lines. We put the right people in the right places. We also apply the Golden Rule. We do treat people how we would want to be treated. Also, our In-Service days provide an opportunity to focus and fine tune what it is that we do best and also find what we can improve.

**DEPARTMENT****What do you value most about Columbus State?****What do we do best to help students succeed?****Physical Plant Grounds**

Columbus State provides an atmosphere conducive to education in all aspects from physical condition of the campus to the quality of the teaching staff. The grounds are safe, appealing, and inviting to future students, business and community partners, for the future success of education in central Ohio.

Columbus state helps student success through providing a clean, safe, sustainable, aesthetic, and psychologically pleasing educational experience. The Grounds Department has created a horticulturally diverse and stimulating environment that gives the Columbus State community a functional learning atmosphere; while also improving physical and mental wellness.

**Admissions**

Diversity (all types - ethnicity, age, special populations, students from 130 different countries, open minded approach, multiple perspectives), educational options and the wide range of offerings and programs (we try to meet the needs of all populations), opportunities for employees to get involved on campus (committees, networking, S2S & other projects, Shared Governance, Staff Advisory Council, search committees) - helps you with job because you can reach out to the contacts you made, access (open enrollment, regardless of your past), cost (affordable), financial aid/variety of scholarships/workstudy, resources to support student success, flexibility of scheduling options and locations for students, innovative in the use of technology to serve students, have competitive edge over other institutions - we're already doing things others are still thinking about implementing, commitment to staff/professional development (many resources, workshops, conferences, in-house training, focus on being the best you can be, awards, celebration of employees' contributions), people we work with (their diversity, experience, ways of processing information and approaching their work, different strengths and talents and styles of carrying out the mission of the college), sincerity in terms of how we work with each other and how we serve students - we work hard to do our best and focus on continual improvement, focus on seeing the potential in employees and in students, information sharing, appreciate learning from each other, taking others' ideas and applying to own work, open to sharing knowledge, skills, and abilities, leadership that values and supports new ideas/approaches and is willing to take risks, support for making mistakes and learning from them without fear, this is a place of transition and a turning point in the lives of Diversity of students Number of students we serve All KRP employees want students to succeed Student centered Strength of programs Niche that community college fulfills Teaching institution Affordability Every employee has an impact on students Culture of improvement Excellence in our work Work we do Importance of work we do Continuous professional development opportunities Economic impact of Columbus region

We offer different options and programs, provision of resources in and outside of CSCC, make appropriate referrals to further help students, intrusive advising, inform them of the steps for enrollment and help them navigate myriad processes, encourage and motivate prospective students to take the first step and follow through and enroll, nurture students who need support to navigate processes and steps, we demonstrate passion and patience, meet students where they are and counsel them, we partner with schools, community agencies, business and industry, government entities, and other stakeholder groups, we are good at what we do (talented, knowledgeable, skilled), advisor accessibility (in-person, by email, chat, phone, Facebook) and via a variety of campus and regional center locations and via external outreach, we motivate, inform, educate, transform and change minds and help students have an open mind to their future possibilities, welcoming and approachable environment, good hosts to our guests, we demonstrate empathy and have and promote our wonderful student support services (e.g., Disability Services), we challenge students and provide high quality educational programs, we give students the tools and hold them accountable for taking charge of their own success.

**Knowledge Resources and Planning**

Deliver pertinent information to decision makers Administer grant funded programs focused on student success Seek grant opportunities to support college success strategies Maintain governance infrastructure Regulatory compliance reporting, funding, accreditation, HEI

**Social Sciences**

Faculty members within our department value the learning from, and collaborating with their colleagues. They value teaching students in small classes, and having the opportunity to get to know them by name. They enjoy teaching, and see the impact learning has on their students. They value the diversity of our student population, and the challenges this presents in the classroom; they like having to be constantly aware of the composition of their classes, and working to ensure that their teaching practices are best suited to the needs of their students. They value working in a profession where they know they are making a difference in the lives of those that come in contact with, and the gratification that comes with teaching. In our department, faculty value the diversity of the disciplines its open access and their appreciation of student's success!

Student success is aided by small class size, faculty knowing their students by name, the tutoring programs we offer, and the positive learning environment we strive to create. Our faculty strive to infuse critical thinking into the curriculum, and adjust where necessary to "meet the students where they are." We listen and respect our students, are flexible (within reason), and our enthusiastic about teaching and our disciplines. Faculty remain current in their fields, and seek out best practices to improve their teaching. As a department we have policies about not adding students after the 1st week of a course, and in our distance learning courses we offer online DL resources. We infuse technology in the curriculum, and have leaders in our department who offer consistent training in new technologies that can be used in the classroom.

**Admissions**

By having an open enrollment policy and having a built in advising model to assist students in serving themselves into becoming successful.

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<b>Columbus State Community College: Program of Nursing</b>	Open and easy access due to diversity, financial, and grades. Purpose in the community: we welcome anyone who wishes to attend. Fulfill a need of the business community. Opportunity to teach-like students. Promote continuing faculty education through tuition reimbursement. Privilege of teaching and modeling teaching here and setting standards high	Respond quickly to student needs Academic coordinator Supplemental instruction:now student lead through an ongoing great, and now used college wide. Able to track students due to small class size. Instructors act as academic advisers. Faculty are technically current in their field Value adult learners. Diverse experience in instructors. Prepare and encourage students to continue in higher education. Use of Human Patient Simulation. Prepare student s for employment in clinical settings. Offer a career ladder. Great lab support: team oriented and flexible. Adjunct faculty are current and work in the clinical setting. Offer a success course (Positive Impact Class) for students that struggle.
<b>Business and Campus Services</b>	Opportunities to participate in projects and activities beyond your job duties that make a difference to students and the community, but also to develop ourselves professionally. Employees' commitment to delivering quality work in their daily responsibilities and on projects big and small. The ability to contribute to helping people change the trajectory of their lives.	We do our best to meet students where they are, accommodating students of various backgrounds. Instructors' personal attention to students, they offer a lot of personal instruction and help. They're vested in your success. Students benefit from a faculty whose sole purpose is teaching and learning.
<b>Mathematics</b>	People, access to educational experience, serving the community and outreach activities, variety of experiences, varied and broad curriculum, commitment to student success, community of learners to serve our central Ohio community, support from colleagues, flexibility, colleagues, students, accessibility (close to home/DL), open-door policy for students, small classes	Small class size, access to help outside of class (such as office hours, tutoring), challenging students by adhering to high standards, dedicated position for success in major sequences, faculty focused on teaching, support for faculty development, availability to students, department standards, caring and compassionate faculty, trying to be flexible, encourage them to use their strengths to learn the concepts, focus on student learning styles, support services, emails, technology, personal contact, excellent caliber of instructors
<b>Physical Sciences and Biological Sciences</b>	Resource sharing Quality education at an affordable price Open access Diversity of the student body and faculty Faculty flexibility and autonomy	Delivering quality instruction Small classes Faculty are accessible to students Tutoring and open lab time run by faculty Use of current technology Deliver courses in multiple formats
<b>Delaware Campus/Regional Centers</b>	Service to students, Accessible and affordable, Educating Community, Local- we are community based, Quality of education and services, teamwork, networking opportunities to meet friends, future employers, faculty who can help you advance a career, opportunities not strictly related to the classroom, safe place to work and study, sense of community, great professional opportunities for staff and faculty, diversity, support from administration, one to one contacts, innovation, flexibility, education disrupts inter-generational poverty,	One on one contacts, Consolidated student services (full-service education), single point of contact for students creates a personal and consistent connection, listening to students' needs and following up, we answer the phone, reduce distractions and obstacles, provide clean safe, well-equipped facilities that help student maintain focus on learning, point people to community resources, faculty are interested in helping students
<b>Delaware Campus/Regional Centers</b>	Service to students, Accessible and affordable, Educating Community, Local- we are community based, Quality of education and services, teamwork, networking opportunities to meet friends, future employers, faculty who can help you advance a career, opportunities not strictly related to the classroom, safe place to work and study, sense of community, great professional opportunities for staff and faculty, diversity, support from administration, one to one contacts, innovation, flexibility, education disrupts inter-generational poverty,	One on one contacts, Consolidated student services (full-service education), single point of contact for students creates a personal and consistent connection, listening to students' needs and following up, we answer the phone, reduce distractions and obstacles, provide clean safe, well-equipped facilities that help student maintain focus on learning, point people to community resources, faculty are interested in helping students

DEPARTMENT	What do you value most about Columbus State?	What do we do best to help students succeed?
The Library	Student oriented service mentality; personalized services; diversity of students and staff; free parking; committed to professional development; commitment to open access to education/enrollment; despite size/enrollment still feels like a small personalized school.	Staff adaptability/flexibility; meet students where they are; numerous resources available; technology instruction; well equipped library in terms of resources for students (computing, access to information-databases, books, etc..).
Telephone Information Center	Students are the reason we are here, without them we wouldn't have our jobs. Students who have lost their way are given a second chance, regardless of their background. Our co-workers make this a great place to work. The TIC has a marvelous TRAINING PROGRAM, each new employee knows what is expected of them and understand the concept of providing outstanding customer care from the first moment they answer a call. We have noticed that our Directors, Supervisors, Deans, Vice President and President actually listen to our suggestions and ask for our input, this is greatly appreciated.	We genuinely want to "help" the students be successful during their journey toward reaching their educational goals. In many cases we are mind readers, we answer questions that the students didn't know to ask. (Make sure you get here early; the parking meters max out at 2 hours, 25 cents = 15 minutes, just a couple examples). We try hard to make students feel comfortable if they are completely clueless about the college experience, they really appreciate this. Bottom line - we treat others the way we would like to be treated!! Not rocket science.
Child Development Center	That CSCC values us! The benefits (wellness, tuition waivers, free parking, facilities). Also, the emphasis on customer service by all departments. Finally, the fact that the tuition cost for students is so affordable compared to other institutions.	We provide quality childcare for the children of CSCC students while they are in school. We support the ECD students by mentoring them when they come to the CDC for their course requirements.
Center for Workforce Development (B&I/CPE/SBDC/ACT Testing Center)	That we are committed to evolving our strategies for aligning our current and future education efforts with regional economic, community and workforce needs.	Align education and training programs with regional economic needs, providing up front career pathway selection, preparation for a successful job search process and life long learning opportunities for professionals.
CEWD Operations	That we are focused on maintaining a fiscally responsible learning community while servicing an inclusive student body – from honor students to those who need developmental education, from eighteen year olds to returning adults, to special needs students, to students with diverse cultures, and more.	CEWD Operations helps our students succeed by treating them as individuals, empathizing with each student's situation and helping them to maintain their dignity, guiding our students through the process making it as simple as possible, and empowering our employees to provide excellent customer service.
Facilities Services (Physical Plant and Planning and Construction)	The "value" education that is provided to students; the convenient and flexible schedules and programs that are available; the commitment of and extraordinary efforts staff and faculty are willing to make to address student needs; the ability of the College to respond quickly to developing trends that will help students jobs; and the fact that the College, through its programs and its people, truly makes a difference in the lives of thousands of individuals and families.	Facilities Services designs (in close consultation with user groups) quality, state of the art educational facilities, and makes every effort to maintain them in a way that is conducive to effective learning. The Department maintains an attractive and assessible campus, and responds quickly to emergencies and other contingencies that inhibit student learning and success. Additionally, the Department, particularly the Grounds team, is frequently the first point of contact with new students who need assistance and guidance, or just a kind word. The Department makes every effort to respond to 95% of its work orders within a 72-hour period, or immediately if it is an issue adversely affecting teaching.
I.T. Support Services	The ability to educate and assist students in their academic journey. The fact that CSCC allows students of all abilities, nationalities, ages, backgrounds, to come together and learn in an caring and accepting environment. The gratitude people express when you help them solve their issues. The relationships we develop with students, staff, and faculty. Different and convient ways for students to attend the college, online, hybrid, and in class. This is a place where people have hope for a brighter future.	Adaptability/Listen – we assist students/faculty/staff from all different backgrounds and education levels. We listen to their needs and adapt our teaching style to fulfill them. Focus on Quality instead of Quantity/Patience – We treat every individual and resolve their needs before we move on to the next. Hands on approach – we aren't afraid to help the Students/Faculty/Staff even if it means we need to get dirty. Share knowledge/Provide a place to grow – We understand that everybody needs help with something, so we have a non-judgmental attitude and meet each person at their level. Connect the dots – Bring areas together to organize work and reach a set objective. Hope for a better future – The students here are all looking for a chance at something better, CSCC provided an opportunity for hope for all these students to better their lives.
Bridgeview Golf Course	The Commitment to education and offering an opportunity to individuals to attend college that might not otherwise be able to.	In addition to being the site for Columbus State golf classes, we have Golf Professionals that can help them continue to learn the game and refine their skills. We provide a student discount at all times for the use of the facilities at a reduced rate.



**DEPARTMENT**

**What do you value most about Columbus State?**

**What do we do best to help students succeed?**

**Humanities**

The diversity of our school. Small class size that allows us to impact students in a beneficial way. A spirit of collaboration among the arts and sciences faculty. The ever-improving library here at CSCC as well as proximity to good research facilities, partnerships with four year schools in the area The spirit of innovation evident across campus. Flexibility in our teaching as well as academic freedom within departmental syllabi. Freedom for curriculum development. Good-hearted, caring, and approachable faculty who are dedicated to helping students. Support for professional development within the department.

Keeping small classes and a continued investment in technology. Emphasis on Faculty availability and course availability. Maintaining high standards for students with an emphasis on critical and analytical skills; Emphasize reading and writing skills as well as discipline (class attendance, professional behavior, etc). Our courses are taught by our internal faculty and we maintain a high rate of consistency among adjuncts (long-term faculty). New commitment to department tutoring, and consistently referring students to writing center for future assistance.

**Budget and Financial Planning**

The items valued most are as follows: -Collaborative efforts to serve the students (examples include Colleague implementation, S2S) -There is high value placed on the final product, the student. We watched the graduation video at our Division Meeting. It is powerful and moving. It would be nice to allow staff to volunteer to help in order to see the final product. -We have 2 personal experiences in our department as "the final product" of a Community College. We have no idea of the obstacles students overcome to graduate, but they are often great. -The longevity of employees. When I started, I continually heard "This is a great place to work". It is clear in the longevity and job satisfaction within our Division. -The employees of the College are diligently dedicated to the College, each other, and the students. -Fiscal stability is highly valued in an economy facing substantial struggles. -Forward and progressive thinking is

We feel we do the following: -Contain costs in an effort to keep tuition and fees charged to students at an optimal level. -The College is fiscally responsible. It strengthens the institution and provides latitude for progressive thinking. -The AQIP process keeps the mindset of continuous quality in motion. This is how we help the students. When something needs addressed to make it better for the students, it gets addressed. Examples include the Library renovation, parking improvements, textbook affordability, and the Bookstore facility. -The College pursues funds to improve the infrastructure. Spaces such as Delaware Campus, the Library, the Bookstore, and the CEWD building are all in response to student needs. Decisions are made in consideration of student impact. -Ideas such as student payment plans and College cash cards simplify the process for students and remove barriers for attending school. The CDC also offers an option to remove barriers for continued education. -We had a great deal of discussion about defining our various students (what they might look like) and defining success. Success will look different to the different student populations. It was also suggested to ask the students how we can best help them succeed.

**Integrated Media & Technology**

-The people I interact with on a daily basis -Open enrollment (split 50\50 with people liking and disliking this) -flexibility of schedule and locations -value and affordability -good preparation for a 4 year college -good preparation for the workplace or

-tutoring -advising (Career & Tech only) -small class size -relevant content -flexible and available scheduling -course offerings in the format students like(traditional, DL, Hybrid) -teach courses using industry standard software and equipment -program d

**Conference Center**

The role we play in the community as an institution of higher education and workforce/economic development. Not only to individuals, but also to organizations and businesses. We now have the right leadership in place to provide us with the mission, values and vision needed for CSCC to be successful. We also value the team approach of preparing students to achieve their goals, whether it be graduation or skills training. It does take a village!

It is not often that we directly interface with students; however, we provide the space, services and a professional environment that is conducive for meetings that support college initiatives. The conference center staff collaborates with departments in our own division to achieve successful programming outcomes. We also facilitate interaction between local businesses and academic departments. We provide cost-effective events for the college that show a solid ROI.

**Modern Languages**

The vital role CSCC has in the community to provide educational paths toward professions for immigrants; • That CSCC is a "lifeline" for immigrants and non-traditional students to achieve their educational goals; • CSCC has dedicated and experienced faculty that teach the courses, vs. grad students or lecturers; • CSCC stays on top of cutting edge technology to expand the learning experience; • CSCC is quick to respond to changing demographics, and adapts course offering and teaching styles to

- Giving support when needed, listening, having patience and good customer service;
- Offering tutoring and using emerging technologies in/out of the classroom;
- Creating an environment for students to succeed through continuous motivation, guidance and advising;
- Providing a study space for language students to learn in the computer lab;
- Maintaining standards in each discipline;
- Providing discounted childcare to help students attend class;

**Communication**

We value our colleagues, the diversity of the student body, and the continuing improvements in facilities that are occurring at CSCC. Our ultimate satisfaction, however, comes from serving the needs of the unique student population of this college.

We contribute to student success by, first, helping students discover and identify their own goals and, second, by helping them meet those goals through the following: accessibility, personal coaching, tutoring, providing course materials that include both the theoretical and the practical, giving timely feedback, developing a variety of delivery methods (classroom, web-based, hybrid), and developing partnerships with other college that students intend to transfer to.

**DEPARTMENT**

**What do you value most about Columbus State?**

**What do we do best to help students succeed?**

**The English Department**

We value our: 1) Respect in the community 2) Student Diversity (age, gender, ethnicity, life experience, etc.) 3) Collegiality (faculty mentorships, collaborations) 4) Accessibility (open enrollment, ADA compliant buildings, satellite locations, Delaware Campus) 5) Pedagogical Freedom (course design, course development, instructional methods) 6) Cross-Discipline Camaraderie (inter-departmental partnerships) 7) Small Class Size 8) Resources (Technology, Training, Library Collections) 9) Central Location 10) Course Schedule Options (Traditional, Hybrid, Video, Web) 11) Support Services (Tutoring, Writing Center, Online Tutoring, Speech Lab, Student Support Services, etc.) 12) Inexpensive Parking 13) Community Partnerships (Articulation Agreements, Preferred Pathways, K-12 Initiatives) 14) Financial Support for Professional Development (Travel Funds, Encouragement)

We • Develop and communicate clear departmental policies and procedures • Communicate clear course and assignment goals, outcomes, and expectations • Provide students with tools to understand assessment • Explain the connections between college coursework and real-world responsibilities to make the course relevant and thus motivating • Provide thorough and clear assessment guidelines and support • Adapt our course to different learning styles • Support students to be competent readers and critical thinkers • Treat students as individuals with real lives and goals • Provide students with the tools to make informed decisions to be productive and ethical citizens • Set aside time to hold individual student conferences • Hold students accountable early • Encourage multiple revisions • Provide substantial and individualized rough draft feedback • Update grades via Blackboard • Participate in Faculty Development like CIRCLES (all faculty read and discuss a common article once or twice a quarter) – • Encourage mid-term self-evaluation • Practice Grade Norming • Partner with campus services (Library, Disability Services, Writing Centers, Financial Aid) • Reevaluate Curriculum Constantly

**IT Data Center**

We value people, students, and opportunities for professional development. We value affordability, flexibility, and quality education supported by instructors with real-world, practical experience. We value innovative, leading-edge technology, pioneering new pathways to learning and offering open access for all students in a relaxed environment.

As a behind-the-scenes enabler of quality leading-edge technology and communication platforms, we may not always directly help students. However, we directly assist service areas in servicing students better through seamless and adaptable processes. We accomplish this with prompt, flexible, outcomes-based approaches using continuous improvement practices. We are best at customizing solutions to make processes easy, simple, and achievable.

**Advising Services**

We value the students. We also value: working collaboratively to help students achieve their goals; providing opportunities for life-changing education; providing support to at-risk populations; and meeting the students where they are in their lives. We value our good benefits and salaries, job security, flexible schedules, the adaptability of staff, our knowledgeable colleagues, and our actively-involved, engaged president. Finally, we value CSCC's diversity which enriches the lives of both students and staff.

We deliver services and support in a variety of formats (walk-in days, appointments, email and phone advising, PCW, Blueprint, Un-workshops, referrals, math anxiety workshops, newsletters, visitation programs). We provide early academic intervention. We provide opportunities to succeed. We listen and help students recognize their potential. We provide a wide variety of services despite limited resources. Our office has extended hours of service, including evenings and weekends. Our staff is knowledgeable, professional, and truly interested in helping students.

**CSCC Foundation Office**

We value the unique role Columbus State plays in the transformation of lives in our community. We value being an open institution that attracts diversity and meeting the diverse needs of our students. We value being an access point for students who need affordable and quality education.

We help students by breaking financial barriers through scholarship offerings, and by providing privately funded resources to programs that enhance the student experience and quality of their education. Being flexible in how resources are managed and cultivated allows us match philanthropy to successful programs and be innovative with pilot projects aimed at student success.

**Allied Health Department**

We value: • That CSCC has a positive impact on Student's lives • Collaboration across campus • Our Students • the opportunity to help students better themselves • A shared priority across campus is to help students • That we are getting better at addressing community needs • Health and Wellness opportunities for staff

We have a great faculty team. Our office associate is well versed in programs and answering questions. We offer personal attention in class, lab or office. We set the bar high in terms of pre-reqs. We have a commitment to each other and our students. Our Students feel connected to our programs. We are honest and upfront in info sessions (students must attend info sessions) We respond quickly to student emails. We have attendance policies that help students succeed. We are connected to the Central Ohio healthcare community and help our students connect to it.

**DEPARTMENT**

**What do you value most about Columbus State?**

**What do we do best to help students succeed?**

**Automotive & Applied Technologies**

You can think freely to try anything to help your students succeed. We provide educational access to the community. Freedom to share knowledge. Practical place to attend school and work. Dedication and commitment of staff and faculty. Create a stable atmosphere. Provides opportunity for everyone. We are a great first step.

Sharing real-life experience with students. Class size allows instructors to give individual attention. The open access students have to faculty and staff.

**Psychology Department**

-We have a policy for a timely return of grades. Frequent assessment and feedback are crucial for student success. -Generation One Trailblazers -Supplemental instruction leader who offers tutoring and other creative means of tutoring. Online tutoring fo

**Business and Campus Services - Accounting**

- collaboration of departements to get things done for students - hire compassionate staff - staff, faculty, and administration all work together - partnerships outside of Columbus State - self evaluation of us as an institution and the ability to admit w

**DEPARTMENT****How can your department make an even greater contribution...****Imagine it is 2021 and we have dramatically advanced our ...**

<b>The Bookstore</b>	- Continue working to make textbooks affordable - Need for on site bookstore at Delaware Campus - On-line Buy Backs - Become a drop off hub for textbook rentals - More merchandise/ service options for students - More assessments of services offered or nee	- Accommodating – Resources available - Seamless student pathways to education - Still Affordable - Supportive environment (If a student has a need, we met it. - Living/Working Model - Exciting - Sense of Belonging (Community) - Challenging - Rewarding -
<b>Business Programs Department BMGT, FMGT, ACCT, BOA, HRM</b>	Add pre-requisites to make sure students are prepared Personal contact for each student Be upfront on course rigors & advise students of resources available Embedded advisors Requirement to meet with technical advisors Establish learning communities, ie: Cohorts, Student to Student Mentoring	Even with an increased dependence on technology we still have personal interaction available Seamless moving of students from Admissions to Academics. Less "hand-off" or "that's not my job" Paperless environment Career and professional growth Global faculty Infrastructure is "the best" Universal transfer opportunities Faculty/Authors interact in classroom Opportunity to develop personal
<b>Information Technology Communications Technologies and PC Services.</b>	To get better we must innovate and implement to make it simpler to access our resources and the resources of evolving partners ... federated ID, portal, campus card, remote access, more open labs... "walk in their shoes!" .. build a better "front door". Strive like never before to communicate and understand the demands.. big and small. Create relevant and simple "just in time" training for all customers of the college. Help each other get better with knowledge bases, FAQ's and communication. Take personal ownership of the services and personal pride in the product.	It's one stop on one device.. Your POD (personally owned device) connects to required environments to provide access to applications, course materials, lectures, services, and social networks. The processing power is remote and distributed. The interface choice is based on requirements of the actions. You dock your device to peripherals needed for what you are trying to do. The learning spaces are much smarter and the technology provides access and interfaces for multimodal learning based on what the students needs. Classes are created from a single source or a combination of sources and are available in many different formats. The student selects the method of participation and learning that best suits them. ID's are federated among many, many resources and follow a person until they chose to terminate their access.
<b>Disability Services, Counseling Services, Career/Acloche'</b>	<ul style="list-style-type: none"> <li>• Being available when students need us by providing extended hours.</li> <li>• Improve outreach to regional learning centers.</li> <li>• Contribute ideas to the master planning committee</li> <li>• Educating other departments on the importance of using "Universal Design"</li> <li>• Providing students with referrals and resources, especially students who can't afford community services (i.e., students who need to be tested for learning disabilities)</li> <li>• Disability services and counseling services needs to continue collaboration and training with academic departments and adjunct instructors regarding services available to students.</li> <li>• Communicating with our students more often</li> <li>• More involvement with first quarter students who are attending CSCC</li> <li>• Volunteering with other departments to become cross trained</li> <li>• Staff wearing a name tag when they are in the office, increase visibility so that students have a person they can approach</li> <li>• A true definition of job titles from HR, and responsibilities (i.e. the word advisor)</li> <li>• Awareness of others departments and services across campus and helping student get to the appropriate support services by guiding them through the process.</li> <li>• Listening to students needs and asking them the right questions to assist them in their next step or steps. We are so busy, but we need to listen to what they are saying</li> <li>• Giving a student a "live person" to talk to.</li> </ul>	<ul style="list-style-type: none"> <li>• I loved my mandatory orientation</li> <li>• Defined pathway of ALL steps</li> <li>• Welcoming</li> <li>• Best experience I have ever had</li> <li>• I was able to get my full degree online</li> <li>• Everything was accessible with my technology</li> <li>• I was able to walk from my dorm to my classroom</li> <li>• I didn't have to look for parking for 20 minutes</li> <li>• I was able to take a shuttle from the regional learning center to other campuses</li> <li>• I came to CSCC because I am able to do a 2+ 2 to any other college in Ohio</li> <li>• I was able to access disability services and counseling services at all the regional learning centers</li> <li>• I learned about CSCC during my secondary education</li> <li>• I experienced diversity</li> <li>• They knew me by name</li> <li>• I graduated with my "cohort" when we went through the program</li> <li>• I graduated!</li> <li>• I loved the mentorship program in my program</li> <li>• I was able to get my four year degree from another university on the CSCC campus</li> <li>• I discovered myself CSCC (and we are in the discovery district)</li> <li>• I learned how to advocate myself at CSCC</li> <li>• I became the authentic me at CSCC</li> <li>• My degree gave me a better edge on employment opportunities</li> </ul>
<b>Combined Assessment, Curriculum, K-12 Initiatives and Title III</b>	Continue to..... Communicate Assist with faculty development Maintain a continuous improvement process Keep campus informed about our work Educate before implementing Maintain quality of services Empower students by teaching them how to learn Provide accurate information Maintain awareness of how our work impacts others on campus Work on sustainability and expandability Remember that "No single snowflake thinks it is responsible for the avalanche."	I am a college graduate! They gave me exactly what I needed and wanted. They helped me to believe in myself and what I can do! CSCC cared about the whole me. They gave me the opportunity and place to excel. They met me where I was and got me to where I wanted to be. "I got to go to College" It was, fantastic, seamless and a great value! It changed who I am, how I think and how I feel about myself.

**DEPARTMENT**

**How can your department make an even greater contribution...**

**Imagine it is 2021 and we have dramatically advanced our ...**

**Health, Dental & Veterinary Programs**

-Outside tutoring - learning specialists (in process) -Look to provide multi-modalities to help our students be more hireable/marketable -better career counseling -strategizing a "career" day among multiple allied health programs to help students with maki

"It allowed me to get a job." "I was employable." "They prepared me very well." "They taught me valuable and technical life skills." "They kept the spirit for teaching and learning going." "They gave me a great foundation." "Columbus State was an 'exceptional experience' because of the community feel it offered the assistance and follow through." "They were there for me when I needed them the most." "My time at Columbus State was the most difficult time of my life, but worth it."

**Hospitality, Massage Therapy , Sport and Exercise Studies**

1. Need for more resources. 2. Increased laboratory resources. 3. Cross-training with student affairs (financial aid, advising) 4. Faculty driven curricular decisions (faculty privileges to sign paperwork). 5. Faculty have more time with professional development and less time in committee meetings. 6. More tracks offered within each unit.

1. Streamlined. 2. State of the art technical education. 3. Focused. 4. Collaborative. 5. Cutting Edge. 6. Progressive. 7. Foundational. 8. Learner-centered. 9. Visionary. 10. Quality education. 11. Community centered curriculum. 12. Proactive.

**Transitional Workforce**

• Market our mission and services internally and externally • Work with other departments to cross-promote programs • Encourage students to dream and pursue a college education (degree or certificate) • Be creative – academically and financially • Comprehensive Programming • Stronger Pathways • Bridge the gap between Credit and Non-credit • Decrease the competition between depts./division etc. • Engage students in dialogue to determine what they think would make their experience better – students grow and change

• "My instructors/professors cared about my success. I wasn't just another student in the room. They treated me as a person and really tried to help." • "A first class education at a great price!" • Friendly environment with pathway management team from start to finish. Felt they received the attention and advising they needed to navigate the college without feeling intimidated. Easy, successful, personal and a great value! Strong customer focus, considerate staff who all worked for the same goals....together! • Glad to get guidance and mentoring from former students • Parking is not a problem. ;) • CSCC brought customer service back!!!

**Human Services**

\* ID students who struggle earlier or those who are low participators and be able to offer additional referrals and resources \* Get more information about why students leave the program before graduation (a survey was suggested, but others doubt it would be returned) \* Have the temporary S2S advisors (experienced adjuncts from each program that are currently in each program) become permanent housed in the department \* More online classes \* More classes at off-campus locations \* Increased knowledge of technology for faculty \* State of the art IT available, all classrooms become smart rooms \* Outlets on the floor in the ITT and ECD Labs (more students bring their own laptops to utilize in the labs), wall plugs do not accommodate \* Color printer available in the ECD Lab available to students \* Samples of exemplary work made available to students \* Course for students re: degree audit and other systems to help them self-advocate and better understand their own programs

Students' description of experience: \* I was well-prepared for the future \* There was lots of parking \* I experienced a seamless transfer to other institutions of higher learning \* There were multiple avenues for help and I was aware of what they were \* The financial aid process was easy \* I finished my degree with low debt \* I was well-connected with the global village \* I had small-sized classes \* There were lots of bathrooms in Union Hall \* I received individual attention and advising \* I participated in the 'college experience' - examples: the Student Union on campus, residential options \* Having a reception area in every building made things easier for me \* I learned more about myself than I expected \* Columbus State is recognized as equal to Ohio State (enhanced reputation) \* I felt like part of the community \* I had the option to stay at Columbus State for my four year degree. \* The classes/services that were not available to me on the Main Campus were available less than a mile away on the satellite Main Campus located .75 of a mile away, at the (new) CSCC buildings located on the Paperless \* Seamless from admission to graduation \* Education prepared student for job market \* Increased enrollment due to student satisfaction. Enrollment through referral and recommendation. Retention \* CSCC is still a good value \* A feeling of connectiveness even after moving on. Proud Alumni. Valued student experience

**Financial Aid and Veteran Services**

User- friendly environment • Improve FA Cougarweb/Datatel features (checklist feature) • Find methods to communicate with students that will work • Develop a communication strategy both internal and external • Use TV in lobby to broadcast FA infomercial. Upload to web • Explore how information is relayed to students at windows vs. in office and student satisfaction with that information • Being in one space. Restructuring (under one roof) • Need for a trainer and processing manual. • Training overall • Develop structure and operate under within it • Have a contingency plan for students without ID to get information • Consistency • Additional staffing • Group of people to focus on processing • More collaborative effort. When one area needs help within

**DEPARTMENT**

**How can your department make an even greater contribution...**

**Imagine it is 2021 and we have dramatically advanced our ...**

**Procurement and Campus Services**

• Through improved processes, and cost control to keep costs down • Work together, if one person needs help, help them—communication, check to see how you can cross train and help students • With furniture we have contracts, listen to their needs. We need to think about image, think about it cost effectively. We have lots of state of the arts things that others don't. • Listen to what the students' needs are • Look at some of the processes and look for the efficiencies • We have to revisit our service and how we are delivering it • We have to deliver what they are looking for • We need to keep in mind that we need to be cognizant of customer service, bad customer service can turn you off, practice it everyday, you don't know who is around you, I was apologizing for the college, we represent CSCC at that moment—to students, vendors—we are CSCC to them that day. • Without students, we do not have a pay check • We represent CSCC outside as well.

• They said they had a wonderful experience and recommend it to their friends • Awesome • I got a great education, affordable and I got a great job • Build personal pride..proud here, proud of self • Pursue those who drop out • CSCC puts me so far ahead of any college in the country • Hope it is not all online classes • Become university • Awesome football team • Awesome research institute • Top faculty • #1 university in Ohio • #1 on rate my professor

**TRiO Programs**

• Helping students identify EARLY what degrees lead to direct hire vs. transfer and helping the students have a realistic idea about how to prepare for their future • Continue work on the progress report/early warning system for SSS students who had a 2.5 GPA in the prior term (providing greater and more specific feedback from instructors) • Greater collaboration between programs in the same department, with other departments, between students in different programs in our department, and with external stakeholders • Staff having higher expectations of students, and students striving to fulfill those expectations... that increased expectation is being backed by a student development focus • Facilitating early college options for pre-college students • Push for supplemental instruction and learning groups and/or preferred sections to create "cohorts" of students • Model and/or pilot some promising SSS practices on a broader College scale

• Quicker degree attainment • More involvement with CCAD and neighboring institutions • Mandatory "starting point" and/or meeting with an advisor • Better relationship between academic affairs and student life • Reduced student debt • Use ID card as COTA pass • More unified and known mission and a corresponding plan to form our students in accordance with that mission and/or vision • Students feel welcomed in each department, and get the sense that they are the "first student of the day" no matter when/where they visit/ask for help • More seamless transfer and articulation- help students get better info up front • Greater alumni PRIDE and connection to campus • More virtual classes and possibly even the ability to participate in a traditional class in a virtual way (skype) • Student will feel well prepared for "what comes next" no matter what that is

**Institutional Advancement**

• Expand internal success campaign (The Biggest Learner) • Linkages with Advising Services • Recruiting Preferred Pathway Program Scholars • Go mobile • Online catalog • Website usability • Focused/niche marketing associated with job skills gap • Better marketing to high school staffs • Better partnership with Admissions • Expand focus groups • Better connections with community and businesses • Push the plan of study and advising

• Seamless • Cutting edge • Recruited for job out of degree program • Friendly staff • Life changing • My associate degree is valuable • I am employable • I am giving back through donor relations • I graduated high school with an associate degree • I was well prepared for my four-year degree • I made the right decision • Great education for best rate • I am The Biggest Learner

**DEPARTMENT**

**How can your department make an even greater contribution...**

**Imagine it is 2021 and we have dramatically advanced our ...**

**Developmental Education**

• Expand the learning labs (math and reading/writing) • More resources/funding for tutoring • Dedicated computer lab for hybrids • Revisit availability of offering distance learning for developmental education • We need to find ways to target the right students who take distance learning courses • Cutting off enrollment to distance learning students two weeks prior to the start of the quarter • Add faculty advising to the role of instructors • Add more Block Pprogram...Learning Communities during autumn quarter • Continue to monitor and adapt instructional methodologies to improve instruction • Get students to move through the department more quickly • Offer new study skills course...paired with specific courses • Provide checkpoints to help identify students who need help • Offer a mini-course in Word • Provide access to modular/accelerated courses • Provide more learning communities/learning environment • Provide review sessions for distance learning students • Continue to hire well-trained instructors with emphasis on teaching (with teaching degrees) • Help transition students as they enter the math department • We need a mechanism for identifying and reporting scammers of financial aid abuse • Offer Supplemental Instruction (SI) for DEV 031: provide study group sessions

• High-tech with high-touch • Students working through their coursework at their own pace • There were pathways for everyone's goals • I learned how to be a student (learned how to learn, plan, etc) • We seamlessly transitioned through coursework • We were transformed (unlearned, re-taught, and transformed into productive educated individuals) • We were part of the college community • We were able to be part of a classroom • We obtained a good quality education at a reasonable price • We feel inspired, confident, and value of a strong work ethic • The instruction I received from every instructor was clear, thorough, and delivered with a passion for the discipline • Proud to have been a part of their educational experience • Satisfied with what they received • They value life-long learning • They were challenged

**ESL Afterschool Communities (an area of TWF department)**

• Market our mission and services internally and externally • Work with other departments to cross-promote programs • Encourage students to dream and pursue a college education (degree or certificate) • Be creative – academically and financially • Provide skill sets for academic success at an early age – encourage options, open doors

• "Family"--friendly, caring atmosphere • Easy, successful, personal and a great value

**Student Life**

1. Make the first year experience better "It's kind of hard to win a race, when you don't know how to get started" 2. Become more data informed in order to be more purposeful 3. Students need to be aware of the services we have and improve how we communicate that to students

Excellent, because I learned what I needed to be successful in my first year at CSCC. There is also a dedicated student services building and I don't have to four to five different buildings to get the services that I need. There is someone that is dedicated to bridging the gap between the faculty and myself if I have a problem other than another faculty member.

**Distance Learning & Instructional Technologies**

1. Increase engagement with faculty 2. Increased intergration of student support services into DL program and faciliatate a greater integration of DL onto other departments on campus. 3. Create success standards for DL program. 4. Increase feedback and participation from other areas of campus into our work. 5. Increase research and development into instructional tehchnologies. 6. Networking with other higher ed institutions in regards to DL. 7. Increase outreach and training for faculty and students. 8. Educate students more on how to be an effective online learner

1. 24-7 Support services. 2. Gamification in Education 3. Personalized and customized learning experience. 4. Learning takes place in mulitple locations. 5. self directed learning. 6. Homework in class, Lectures online (Blended Learning).

**Department of Public Safety**

1. Self enrichment (seeking out training opportunities to better myself) 2. Increase outreach for increased interaction with students and staff (crime prevention) 3. Educate College on what we do (alarms, haz mat, fire safety) 4. Remove the work "can't" from our vocabulary 5. Maintain or increase level of sensitivity toward those in need 6. More engagement in student, staff, faculty activities (serve on committees) 7. Increase knowledge of diverse groups on campus (cultural competencies) 8. Increase knowledge to aid disabled and how to respond to their concerns (hearing impaired, autism) 9. Increase knowledge to aid those with language difficulties (foriegn students with limited english) 10. More consertive effort to get to the off campus sites 11. Decompress ear4ly quarter anxiety during long lines and waiting time 12. Talk with peopel in line to find out what they need and offer direction accordingly (so they don't wait in a long line to find out they should be somewhere else) 13. Cut the red tape to serve students more efficiently. Act with urgency. 14. Make important issues a priority before they become an emergency (ID cards, parking issues) 15. More interactions with CSCC stake-holders

1. Seamless experience 2. I wish it was as nice here as it was at CSCC a. Wasn't as hard as I thought b. confidence c. Navigation 3. Organization of processes a. One stop shopping (ID Cards, fingerprinting) 4. Unlimited access to education a. CSCC on top of "what's next" 5. Respect for department 6. Graduates would recommend CSCC to others (more referrals for enrollment) a. Stair step (parents would suggest children to attend CSCC) 7. College vs. Community College 8. Department to offer classes in safety professions (fire safety) a. Services to employees and students b. Taking safety home

**DEPARTMENT****How can your department make an even greater contribution...****Imagine it is 2021 and we have dramatically advanced our ...**

<b>Construction Sciences &amp; Engineering Technology</b>	Seeing that Career and Technical programs are very different from the Arts and Sciences programs; it would be more beneficial to administer in addition to compass testing the Meyers-Brigg and the Holland game tests to help students better determine a suitable major.	From registration to graduation, I had no problems with financial aid, registration, getting the classes I needed when I need them and working with my instructors. I was able to quickly resolve any problems that arose the first time, and everyone was interested in my success, and held me accountable for my actions, or lack thereof. I achieved things I never thought I could, and am working in my field of study or on my next degree, or both. If CSCC charged ten times as much for tuition, it would be worth it. You would be crazy not to attend CSCC!
<b>Justice and Safety Programs</b>	database for all students with credit earned in the program and where they are in their progress toward a degree, more online or hybrid courses where they make sense, a pre-requisite course for online courses, and a department specific orientation module.	No hurdles for entry, registration seamless and easy, everything is intuitive to the current generation, library is awesome and easily accessible, the college enables success in the chosen program, and advising is individualized and intrusive by trained full-time advisors.
<b>CSET</b>	Free up time for recruiting efforts. Too many classes to teach, no time to advise students.	Inspiring, Eye Opening, Pleasant.
<b>Records and Registration/Student Assistance Center</b>	Going to the student rather than waiting for the student to come to us; building communication with other departments; prioritizing our workflows; improving our processes; expand and improve our departmental training program; develop a department wiki; presenting mandatory Post COMPASS/CougarWeb 101 Workshops; communicating the importance of the Switch2Semesters to our students at the Registration Windows.	Thank goodness for Preferred Pathways!; Getting my degree was done efficiently!; It was the total package!; I'm glad I could set the foundation of my higher education here!; I was job ready by the time I graduated!
<b>Human Resources</b>	Reducing bureaucracy, flexibility of processes, offering more internships, more recruiting of our student grads, outside of federal work study students we can provide other opportunities for experience, process improvement making it easy for faculty and staff to work with students, targeted recruiting, getting best and brightest, offering additional training, suggest improved questions for search committee process, find a mentoring relationships with students in related fields, focusing on performance management on faculty, required professional development for faculty, developing college relations where HR Department is working with students taking classes, career center creation, HR subject matter experts speak in class, utilized in our programs. Workshops for student entering workforce in related items(mock interviews, resume critiques, etc), develop initiative on performance management on work study students, providing cutting edge training opportunities for staff development, continue to partner with other departments, expanded recruitment efforts.	Students will say it is easy for them to transfer credits to other institutions, through partnerships they may be able to complete a 4-year degree, still an affordable education. Able to complete an entire degree program online. "A seamless transition into the next step in my life", additional education or entering workforce. The program they followed was efficient and made sense and was a good return on investment. Students would view CSCC as a one-stop shop, to transfer to other places. Concern of giving up smaller class size intimate setting, getting to know instructors. Students will say that CSCC is innovative, wearing CSCC apparel, pride in campus community. Alumni network is active and thriving. CSCC provides multiple opportunities, and was the best time of their lives. Broad reaching not only these sentiments from central Ohio but worldwide. Students saying CSCC is their partner in their education. Faculty reflection of diversity in community. Students
<b>Cashiers and Student Accounting</b>	We should continue to improve communication between ourselves, our students, and other departments. We also need to continue improving our processes and expediting our services. Our department also believes that we should play an integral part in developing and participating in a program for financial literacy, student success course, and/or student orientation so that we can help set them up for success rather than failure. We also need to work on developing an ongoing process through which we can address issues that we feel should be brought to other department's attention. Additionally, we believe that we could better advance the college by gathering information from the students about the student experience while also being able to give the students input as well; a Staff-student mentor program may assist in this area. It might also be beneficial to have college employees go through what a student would need to do in order to attend CSCC: application. FAFSA. registration, ---	CSCC would have a bridge program with all 4 year colleges. Receiving an education from CSCC would be a smooth process. Students could finish their degree completely online. The graduation ceremony would be online. CSCC is the best community college in Ohio. CSCC is a great affordable place to learn and provided me an opportunity to go to a four year institution. CSCC makes it easy to succeed to the next degree. We provide a great internship program. "First generation college student becomes president of the USA after graduating from CSCC". We provide a great education without a lot of debt. I could transfer easily to a four year insitution. CSCC has a great and dynamic staff.



**DEPARTMENT**

**How can your department make an even greater contribution...**

**Imagine it is 2021 and we have dramatically advanced our ...**

<b>Physical Plant Grounds</b>	The grounds department can make a conscious effort to improve upon the current grounds to create a sense of educational wellness to stimulate mental capacity, provide a sense of safety, and bring about working educational experiences and opportunities amongst all facets of Columbus State's educational programs.	Columbus State has provided me with state of the art technology and facilities that grant access to the highest quality of resources. These resources helped advance my education and career development, and created a sense of community and purpose among my peers and colleagues. The grounds in particular has been a huge asset to the Landscape, Environmental, Geographical Information System, and Construction Departments to name a few.
<b>Admissions</b>	Do more of what's working well, continue, expand, and build on our current best practices, make stronger links in the community (special population needs), improve prospective student outreach as well as outreach to current and returning students we serve (e.g., international and underage students) and continue to track, follow-up, and communicate with prospects to move them through the enrollment funnel, email and call students to follow-up, build systems to help students know what steps they have completed and what still needs to be done (more self-service options), be more data driven/more data informed, analyze data and use to make decisions key to our success mission, challenge and investigate our assumptions, develop strategies for target populations, reach out to undecided students and provide resources to help them with career exploration and decision making, continuous improvement of our new student and PSEO orientation (in-person and online), expand the types of student feedback and the ways we can obtain feedback for continual improvement, including longitudinal feedback, involve current students and graduates in orientation and other programs, make it more clear to students what information they will receive during each part of the enrollment and "orientation" process (e.g., difference between Getting Started Orientation and Post COMPASS/CougarWeb Sessions), improve and expand relationships and partnerships with other departments to improve information sharing and appropriate referrals, open lines of communication, esp. with academic areas, identify baseline and key information about other departments/functions that we could share to eliminate unnecessary referrals, increase cross-functional meetings and training.	It was great to only go to one building for all my student services or it was great to take care of all my needs online without having to come to campus, everything was so well coordinated and organized, it was a seamless process from application to enrollment to graduation, no runaround, I was given accurate information the first and every time, I knew just what to do, it was so affordable to attend CSCC and the instruction and student services were consistently high quality, parking was available and easy and affordable, love the swipe card option, love the valet service and the other convenient sustainable options, I learned to think critically and was able to apply my knowledge and education to my career, and I felt encouraged to continue my education after I graduated from CSCC, I didn't have to take developmental education courses and was college ready - I saved time and money and finished my degree in two years, I met my educational goals, I am career ready, know it's the right fit, I have a plan, and I know how to get there, the staff that helped me were the most welcoming, empowering, friendly, motivating, encouraging, supportive, knowledgeable, nurturing, technologically savvy people I could hope for, it was great having housing nearby, it was wonderful having student meeting areas to socialize, have study groups, and feel a part of the campus, I liked being involved in campus activities and feeling connected to CSCC, the student life experience was great, it was so cool that employers were seeking me out and that CSCC grads are in high demand, I got to name my salary, it was great to have earned college credits before I even graduated from high school - I'm ahead of the game, CSCC was really in-tune with Ohio, national, and international job market needs and the job placement help I received allowed me to step right into a great position, this was such a great experience, I want to keep coming back and I found out I can, being a part of a learning community really provided the support I needed to challenge myself and reach my goals. I liked the Accomplished my goal Received my degree/certificate because I was college ready Didn't get a run around All transactions are electronic I have a good job Best school I ever attended Everybody I interacted with cared about me Interventions helped me to achieve success because I was alerted and directed to support services that solved problem Success clear and focused Mandatory orientation made the difference Life changing Transforming Have technology skills needed to get job
<b>Knowledge Resources and Planning</b>	KRP supports: Better communication across the college which will result in better work Campus wide agreement on metrics that will be used to improve student success Strategic planning that directs grant seeking Asking critical questions that discover new ways to improve student success	They would say that CSCC is a college dedicated to ensuring that students are able to achieve their academic and career goals. They would say that CSCC guided them through the system, and provided a "gateway to success." Students would not feel like a number, but like someone who really mattered. Instead of feeling welcomed during week 1, they would always feel welcomed. Students would describe feeling part of a community, and as having a fun and memorable experience. They would identify their education as high quality and relevant, but yet at a bargain price. They would describe their faculty AND staff as enthusiastic, helpful, and knowledgeable. They will describe the many resources we have available and visible that promote student success, and would describe the student-centered focus of the institution.
<b>Social Sciences</b>	We need to have money available for student engagement, tutoring, and lab facilities. We need to have greater access to data showing who are students are, and where they are coming from (data that id's their specific educational needs). We need a better DL skills assessment and course available to ensure students are ready for DL. We need to incorporate more opportunities for students to turn in drafts, get feedback and conduct revisions. We need to better use the midterm progress reporting system.	
<b>Admissions</b>	Continuing to explore options of best practices that aid students to becoming wonderful graduates of community colleges.	Wonderful!!!

**DEPARTMENT**

**How can your department make an even greater contribution...**

**Imagine it is 2021 and we have dramatically advanced our ...**

**Columbus State Community College: Program of Nursing**

Higher ratio of full time tenure track faculty to adjunct/pat time faculty. Define gaps in teaching/content which impact first time pass rates on NCLEX. \*\*\*\*A computer/teaching lab (with 120 computers) to help with student preparation for NCLEX success; this would directly relates to student success.\*\*\*\*\* Decrease the perception of disorganization reasons: -lack of faculty -consistency - coordination of lab, clinical, lecture a challenge -blackboard availability - coordination of college resources IT, AV, Rooms -Hospital agencies Increase student education on process of planning and implementing a course Improve customer service and registration

seamless well oiled machine Challenged supported prepared Thank you for allowing me to obtain my BSN at Columbus State Community College. I was valued. Easy to Ace NCLEX Hospital administrators comment that CSCC nurses are the best that they hire Update and improved registration to make it more student friendly

**Business and Campus Services**

Continue to find ways to make systems and processes easier for students to navigate, collaborate interdependently to do so. Participate in the "start right" educational opportunities to help students with the financial literacy aspects of the college's systems and processes.

They helped me from Day One figure out what I wanted and needed to do to get to where I wanted to go, in as effective and affordable manner as possible. I was prepared for what I pursued next. Every person at the college, regardless of department, helped me when I needed it. My instructors were knowledgeable and delivered what I expected to learn. Columbus State is big but they're great at making it seem small.

**Mathematics**

Make a policy to not sign students in after the first week of classes, expand tutoring, perhaps a centralized tutoring location for all tutoring, require a "B" for certain prereq courses – particularly as students advance in a sequence such as math 102/103/104, better placement of students into the right math course, dedicated MATH ADVISOR to help students, require homework to be completed, create a homework culture, consistent tutoring facility, and increased number of tutors, become more involved in Generation One trailblazers, hire the best teachers regardless of the credentials (Math Ed masters or Masters in Math, etc), track student success by cohorts, implement uniform expectations and consequences for behavior (such as turning work in on time, missing a test, arriving late, leaving early)

Students feel better prepared, they succeed in math 102/103/104 on first attempt, students have a better understanding of study skills, students are dropped for nonparticipation at the end of the first week of the quarter (no class attendance first week, not logging onto blackboard the first week for DL), CSCC helps students get a better job, the students think it was easy to complete their degree and the faculty really helped, find it rewarding, believe CSCC contributed to their success, believe CSCC faculty and peers contributed their success, attending CSCC resulted in growth/maturity, CSCC is a place to network with others, exit ramps are open and getting to CSCC is easy

**Physical Sciences and Biological Sciences**

Enforce course prerequisites Analyze the value of tutoring, assessments, and class completion rates Incorporate faculty-driven advising of pre-majors Enhance undergraduate research opportunities Enhance communication between departments and divisions Create more extracurricular opportunities Create opportunities for study-skills development Achieve recognition and transferability of courses for pre-professional programs

I learned a lot and I am well prepared for the next stage of my life. I graduated and I got a good job using the knowledge and skills I acquired at CSCC without incurring large amounts of debt.

**Delaware Campus/Regional Centers**

More current technological resources, programs and partnerships with local high schools , businesses and 4-year institutions, proactive vs. reactive, regionally coordinated complementary predictable or block course schedules- at least a year in advance, additional or realignment of offerings to provide complete degrees or serve cohort groups, improve tracking of students who leave without completing a degree, serve the real not the perceived needs of students, student service hours designed to meet student needs, enhanced online advising, appropriate more services, create interest in teaching at Delaware Campus and Regional Centers (We are more than Cleveland and Spring), as an institution encourage use of regional centers, better signage, enhanced marketing, continue to innovate to work with resources available, collaborate in all areas, enhanced student life opportunities, expanded workforce development opportunities

"I was career and job ready." " Great investment for the future." "CSCC is student centered." " I am a graduate of Columbus State." "I made great contacts there", "I won't need another degree." " I met my best friend, partner, husband/wife, etc." "My father went to CSCC, I am finishing at CSCC, my children will go to CSCC." "I have no student loan debt because I got good advice, internships, help from faculty, and it is affordable." "I got my bachelor degree because of Columbus State." "I was well prepared." " I met my first Columbus State advisor when I was in grade school." "I recommend Columbus State."

**Delaware Campus/Regional Centers**

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**DEPARTMENT**

**How can your department make an even greater contribution...**

**Imagine it is 2021 and we have dramatically advanced our ...**

**The Library**

Encouraging more cooperative interaction between departments and faculty; expand services in traditional and digital learning environments; embedding librarians; navigable website, and control of our own website; receive more funds and support from the College; make the Document Management System a permanent department within the Library; more full time Librarians; put more money into promoting the Library resources and services; provide library instruction to dual enrollment students in high schools.

Love submitting forms electronically via the College's Document Management System (which is also a money saving measure); one stop access--students don't have to go to six different locations to submit forms/get enrolled; discover academic corollaries to their interests and passions; individualized attention to support student coursework; high quality education and a supportive environment; test taking online; cashless campus; cutting edge technology that works; students who are trained to use this technology; mind expanding in terms of a world view; good return on investment; students find their degree is respected in the community: well rounded educational experience.

**Telephone Information Center**

We would like to observe the day to day processes that our students experience (attend orientation, financial aid workshop, campus tour, work the window in financial aid and advising, observe the financial aid processing)so we can be more intuned to their needs. Students want answers to their questions and they want consistent answers. On line chat, FaceBook and Twitter have become other modes of information resources, having one department (TIC) house these other modes would allow for consistent answers and we'll be happy to adopt them if given the opportunity.

In 2021 students will describe their Columbus State experience as a streamlined process with a welcoming atmosphere in the Student Services BUILDING. They will be happy to use on line forms and no more paper processing. Orientations will be mandatory so students begin their college experience on the right foot and not floundering all over the place.

**Child Development Center**

We can strengthen the relationship with the Early Childhood Development program faculty to better understand their goals and course requirements for the ECD students. We can also arrange more time with students to answer questions, address concerns and offer encouragement to ensure a successful experience while at the CDC.

Competent and well prepared for the field of choice. A sense of satisfaction from a positive college experience.

**Center for Workforce Development (B&I/CPE/SBDC/ACT Testing Center)**

By creating more opportunities for business connections to credit programs to support the overall effectiveness of the campus curriculum in reflecting today's skill need in the employment market place.

"I was assisted at the start in determining the 'right' career field for me, I secured an education in two years that enabled me to obtain gainful employment in the Central Ohio community, developing a life long learning partnership with CSCC."

**CEWD Operations**

Our department can deepen our knowledge of partner departments to build bridges and provide legendary customer service by making the process as seamless as possible.

Columbus State believed in me and guided me towards my future!

**Facilities Services (Physical Plant and Planning and Construction)**

Foster a Facilities Services team that is student focused and committed to excellence; complete projects in a timely fashion, and communicate regularly and effectively with academic user groups to minimize disruption and obstacles to student learning; stay atuned to trends in effective teaching methodologies so that facilities are designed in ways that maximize teaching and learning; seek more economical alternatives for delivering services; and, perform more in-depth "post occupancy evaluations" to make sure new and renovated facilities are functioning as planned and meeting the expectations of the user groups.

An accessible, environmentally friendly and attractive campus where there is a seamless transition for new students, from admissions through registration through all related administrative requirements- a true "one stop shop". The College is a place where students can come with a guarantee that if they do their share the College will do its to assure the successful complete of their field of study, which in turn helps them secure a job or move forward for additional education. By 2021, the College has achieved all the primary milestones identified in its Master Plan. Additionally, the College has the following: quality food options, cross-trained employees who can assist students in a variety of different ways; an alumni association that helps coach and mentor students, and sufficient and quality spaces for learning, studying, interacting, and A forgettable experience (this is not meant in a bad way, it is meant in that when the students reflect on their experience at CSCC they remember the knowledge but not any of the baggage that comes with going to college). A seamless transition to advance to their next path in life - i.e. - a "no hassle" registration process. One course registration number and the term. Allows students to focus on learning instead of having to deal with the frustrations of accessing Wi-Fi, for example. Even with newer technology, there will still be a need for the IT staff. It will take students less time to complete a degree or certificate. Students will have a seamless progression of education (K-CSCC). There will still be the need for career and tech certificates.

**I.T. Support Services**

Empowerment - allow front lines areas that work with customers directly the ability to do some more complex tasks (stuff that get escalated but is repetitive). Simplify Wireless access, right now they have to connect, login, install software, possibly update AV / Updates, before they can get access. Have front line areas that directly deal with students, staff, to speak up about what they see, and be consulted where the college frequently will spend money outside and not use front line staff's knowledge. Centralization of knowledge and easy usability of website in particular.

**Bridgeview Golf Course**

Be the site that could offer classes for hands on experiences in both the Landscape Architecture and Automotive Technology divisions. Provide a structure that allows us to allign more closely with the PGA's commitment to teach the game of golf.

The student would be completely aware of the variety of opportunities that Columbus State can provide. . . and the value of each division!

**DEPARTMENT**

**How can your department make an even greater contribution...**

**Imagine it is 2021 and we have dramatically advanced our ...**

**Humanities**

Expand the tutoring program including the implementation of workshops and lectures on general skills (taking notes, reading documents). Continued professional development for faculty and adjuncts. Establish learning communities for faculty and students beyond traditional classes. Establish stronger relationships with departments at four-year schools as well as aligning classes with career and tech programs. Try to emphasize how our classes fit into pre-major programs. Emphasize online and hybrid (distance) courses, including better marketing of class expectations and experience before students begin instruction. Pursue possibilities of interfacing with international baccalaureate programs in high schools. Continued emphasize on in-class

Students would be part of a more integrated campus experience with fewer parking lots in the center and more spaces for faculty and students to interact. Campus was conducive to studying and learning (in and out of class). They enjoyed a mixed-use environment that emphasized learning i.e., re retail and dining spaces (coffee shops) near campus where students could study and engage with one another. Students are proud of their degree from Columbus State, and honestly claim they received an excellent education. Students loved the innovative technology utilized in classes. Students loved the availability and accessibility of fine arts on campus

**Budget and Financial Planning**

We can Continue to contain costs and pursue initiatives that reduce cost and improve efficiency or proceses. -We can Continue to be fiscally responsible. Through Financial planning, We can improve resource allocation and measurement. -We will participate in campus-wide initiatives that positively impact The student and The campus community as The Opportunities arise. - We are currently working on a project to develop and automate a budget process and a payroll budget process. an improved process can add strenght to college Financial planning. We are increasing our Customer service to cost Center Managers that will directly impact their ability to serve students. -We are reviewing and partnering with Academics on lab fees. an analysis of lab fees can properly align fees assessed to students and Provide opportunity for options. -We are working with auxiliary services on budgeting and Financial planning that will help them to better serve The students. This includes The Bookstore, food services, CDC, and Bridgeview.

This was tough to answer when you consider the last ten years and the campus transformation. We also thought it would vary by what student population that student currently falls into. Things we felt necessary to consider: economy, declining student highschool population, job creation with increased educational requirements, and K-12 issues (underprepared students). We heard a theme today that referenced "seamless". We feel this might be a key to the future and how things will work. A student might answer that their transition to CSCC was seamless. We thought this might be a plus or a minus for enrollment due to effort to move college exposure to the Juniors and Seniors in highschool. We thought it would be interesting to ask the students this question. This discussion also focused on the need to bring underprepared students up to speed on technology. What will that look like for them? CSCC might be their first true exposure to technology, but we have to focus on making it their norm in the future.

**Integrated Media & Technology**

-more and broader tutor options for students -honor program -professional development for adjuncts -better communication methods for students (cell phones, texting) -technology used to increase interactivities (web ex, more instructional designers) -devel

"Wow... ample parki'ng" -"that was a great experience, I'm going to send my kids here" -the college's administrative side is as effective as the educational side -seamless with 4 year schools... "I transferred to OSU as a Junior" -Now we are a OSU branch

**Conference Center**

We can better contribute by having a clearly defined mission that is supported by college leadership. We want our expertise in event/conference planning to be utilized by the college community. Thus, allowing the administration and staff to focus on meeting content, as we assist in providing meeting planning services. One of our goals is not only to support the college in achieving successful events in our own facility, but college wide. We are an untapped resource with a wealth of knowledge that can assist with navigating the planning process and provide logistical support. It would be advantageous to partner with the hospitality program, particularly the event planning certificate program, to provide learning and internship opportunities for students. This is a favorable time to reassess our current business model, policies, procedures and practice. The focus has been on generating revenue from external sales. We could do with more of an emphasis on providing support services to internal partners. In order to do this, we need the tools and resources; such as a dedicated media services staff, set-up crew, and the proper staffing level to

Simple enrollment process. Financial aid process will be conveyed in a comprehensive manner that does not complicate the success of the student. Enable the student to be prepared for the workforce, not only with practical education, but with soft skills. Learning is a life-long process. Students should have CSCC top of mind as the institution to continually return to as a learning source.

**Modern Languages**

• Having a dedicated "Language Computer Lab"; • Provide an introduction class that focuses on language grammar (i.e Span 100, Fren 100, Germ 100) before the 101 courses; • Keep book prices as low as possible to help students manage rising costs; • Focus on maintaining and sustaining consistencies in outcomes; • Find more support for tutoring; • Find more space for students to study, create more smart-rooms;

• As a great way to start an educational journey, with a smooth transition to the four year institutions; • Where I learned to love learning; • Where I felt at home even though, I was far from home. • Where I found direction, motivation and support that will carry me through life.

**Communication**

It is a well-documented fact that the ability to communicate effectively is consistently ranked as one of the top skills employers look for in prospective employees. As a department, we can make an even greater contribution to student success by reinstating speech to the core curriculum, and by requiring that all degree-seeking students complete an oral communication class at CSCC.

In 2012, students will be saying what they say now about their experience at Columbus State. They will say that their education has been life-changing, exciting, challenging, tightly focused, highly organized, and well-supported by the faculty and staff. Equally rewarding would be for past graduates to say that they are still part of Columbus State's culture of success through an alumni association, access to camous communications. and social networkina.

**DEPARTMENT**

**How can your department make an even greater contribution...**

**Imagine it is 2021 and we have dramatically advanced our ...**

**The English Department**

• Maintain class sizes at 25 or lower • Implement workload differential for composition instructors • Advocate for policies that allow for full-time and part-time faculty to maintain substantial individualized feedback in spite of increased class load • Encourage the development of learning communities where we combine our courses with other departments to facilitate thematic or cross-discipline, liberal arts-style learning • Advocate for hiring more tenure-track positions • Work on block scheduling within the college and high school outreach for transitioning into college • Create of a campus-wide Writing Across the Curriculum/Writing In the Discipline program • Increase interdepartmental professional support, such as CIRCLES and adjunct connectivity, and specific funding for professional development for adjuncts • Increase opportunities to communicate with other English departments to exchange best practices • Advocate for transparency about reassigned time—who gets it, how it gets assigned, what is it—and for the creation of a faculty-centered process • Adopt a required attendance policy for composition classes • Advocate for more computer classrooms • Increase technology and technology support for instructors • Prioritize hybrid classes in composition labs

As a graduate of Columbus State Community College in 2021, I will always appreciate the quality and affordability of the education I received. I recognize how what I learned advanced me in my career and showed me new horizons. This included the acquisition of knowledge, exposure to different cultures, and the accessible and committed faculty. Additionally, Columbus State provided valuable resources such as sufficient and up-to-date technology, excellent and on-going advising, and career placement assistance. My education at Columbus State was strengthened by the well-rounded campus experience, including safe, efficient, and convenient access to classes, sufficient study and social areas where I could meet peers and faculty, and a sense of security even during low-traffic hours. And great parking! ☐

**IT Data Center**

We need to better understand business needs and processes to leverage technology solutions that are fiscally responsible and soundly governed. We must seek continuous input not only from our internal users but also from our student body. We must be an active, early participant in all initiatives that are technology dependent to fulfill our role as a world-class information technology organization.

It was very easy to enroll at my convenience for courses and take classes at any time using the virtual classroom, but nice to know that the traditional courses are still available. I didn't have to come to campus at all. My mom was telling me how she had to stay up and register for class at midnight! I like how my e-book downloaded automatically on my new (iDevice). Communicating with my instructors was easy using any device I had available, I could even arrange for a virtual conference using the same Avatar that I used for other institutions. I was able to take all my classes for my bachelor's degree at Columbus State and graduated in 40 months. I had 4 job offers shortly after my portfolio was

**Advising Services**

More effective, structured, and intrusive intervention A more comprehensive, integrated advising model A more proactive approach to advising rather than reactive More developmental advising More outreach to students and faculty to share our areas of expertise Case load management for student populations Greater input and involvement with proposed student orientation programs More connection to faculty, TRIO, and PSEO advisors Playing a key role in student success courses Defining a college-wide model for advising Completing a comprehensive assessment of our services Aligning services by having Advising Services report to Student Life or Academic Affairs

"Supportive" "They provided me with a clear, guided path and a streamlined process" "CSCC offered a 'big college' experience with a 'small college' feel" "CSCC was my first choice of college" "I had no issues with parking!" "CSCC provides smooth transitions from high school or work force to college" "CSCC provides smooth transitions to enter the work force or to transfer to a four-year school" "CSCC has an Alumni Office that supports students and encourages financial contributions/donations" "CSCC instills a passion for learning" "Fun" "CSCC made it possible for me to start my journey through higher education" "Quality education, service, and experience"

**CSCC Foundation Office**

We can improve our involvement in student success by creating stronger links to student success initiatives and philanthropy in our community and by attracting more resources to fund successful initiatives. We need to expand relationship building across the community and make direct connections to CSCC programs, CSCC students and the (economic) impact the college has in workforce development and the future economy of the region.

"From beginning to end I had a great experience at Columbus State and I wouldn't be where I am today without this institution. Columbus State helped me get started, provided resources and encouragement when I needed them, assisted me when I ran into barriers - both financial and academic - and provided me with great instructors who cared about my success. CSCC directly connected me to my industry through internships and community service opportunities, and created a great learning environment with up to date classrooms and labs, and access to the latest technology in the industry. When I graduated I was well

**Allied Health Department**

We can: • Provide career counseling to help determine career paths. • More training for our advisors (especially as we hire new). • Be available to students online to provide instant feedback. • Be upfront to students about their expectation as students (especially from a time management perspective) • Have mandatory online course prior to starting classes. • Have strict guides to deal with student drops and re-entry into a program. • Assist students to deal with handling life issues and school (counseling and connect or bringing assistance programs on campus) • Use Acloche career center more. • Mandatory orientation

Student's 2021 Quotes: "I went to THE Columbus State Community College (superior to their OSU experience.)" "I came in a student, and walked out as a professional." "I received personal attention from qualified and caring teachers." "The standards are high, I now "get" why the program was so rigorous. I use what I learned in my work everyday." "I felt connected from day one." "It's affordable and I always have a parking spot."

**DEPARTMENT**

**How can your department make an even greater contribution...**

**Imagine it is 2021 and we have dramatically advanced our ...**

**Automotive & Applied Technologies**

Find a way to do a better job of reaching out to students about what it takes to get hired and keep a job. Teach life/social skills. Reaching out to work closer with high schools and into middle and elementary schools. Having time to meet with students before they choose their major/field to explain what is expected in class before the class starts. Mechanical aptitude ability before entering. Minimum math and reading skills. Tutoring outside of class. Create a peer tutoring group and study groups.

I enjoyed Columbus State and feel I was prepared for my job. Would never have been successful if not for Columbus State. Experience was top notch. Prepared me for the real world.

**Psychology Department**

-Continue to have faculty learning communities that work on projects. -Create a student recognition award system. -Continue to refine content and delivery in distance learning courses. -Continue to expand both GOT and service learning initiatives. -Contin

-As meaningful for first-time college students in increasing expectations for future generations -As a "life-changing" or "life-improving" experience -As an experience that would make them a confident, comfortable and successful learner -As personal exper

**Business and Campus Services - Accounting**

- find ways to eliminate roadblocks for our students - get out of the silos mentality - work more effeciently in our work to free up resources that could be used directly for students - integrate processes and become more "one stop" (more of an overall su

- seamless - flawless - gave them all the tools they needed to succeed - helped me to make my dreams come true - state of the art education - best experience I ever had - worth the time that I put into it. - affordable - life changing