

#1 Student Experience

Lakeland will continue to provide and continuously evaluate the effectiveness of holistic support services designed to allow all students the opportunity to access an affordable, quality education in support of their educational and occupational goals.

Strategies

1.1 Establish a culture of exceptional customer service through human-centered design thinking

- As the demand for the remote learning concierge decreased after the pandemic, the Learning Center created the newly imagined role of learning center concierge. This new role improves and expands front facing customer service to include helping online students navigate digital resources and platforms while also encompassing a broader one-stop triage model for directing students to appropriate academic learning support services.

1.2 Ease student navigation of college processes, information and resources

- Connect Fest, an event designed to promote departments and programs and support student academic success, was held in March in the Lakeland Library. The event was sponsored by the Office of Student Engagement & Leadership and hosted in collaboration with the library. Connect Fest allows students to connect with faculty and college personnel while they gather useful information about classes, resources, and services.
- The faculty panel presentation and discussion during Reading Days was well-attended and generated many questions and much interest in Blackboard Ultra. In spring 2022, about a dozen faculty taught 50 sections using the new Blackboard Ultra course view. By spring 2023, over 20 faculty were teaching 80 sections using Ultra. There are currently 50 Ultra master sites for new courses under development.
- Lakeland's recruitment team hosted a Campus Visit Day and Information Fair March 25 to help prospective students of all ages learn about opportunities at the college and to explore academic programs, short-term certificates, and scholarship opportunities. The event included 20-minute information sessions with faculty on hand to answer questions, holistic wrap-around support services for students in their personal, academic and professional lives, and campus tours.
- Enrollment Operations changed the process to clarify that New Student Orientation is completed in two parts. Students are now able to see when they have completed the online Blackboard course (part one) and are ready to schedule their counseling and advising appointment (part two).
- Enrollment Operations developed and implemented a communications calendar which outlines communications for retention and enrollment initiatives used in its area. Communications for these initiatives are via texts, telephone calls, emails and letters and are meant to assist students through the enrollment process providing a more personal approach.

- Student success navigators updated all videos, participation plans and materials for New Student Orientation, Welcome Days, and most FYEX (First Year Experience) classes to provide greater ease in the process of on-boarding and navigation through students' first semester at Lakeland.

1.3 Maintain access to an affordable high-quality education

- Math professor Paul Zachlin revised his open-source Linear Algebra book, which he presented at this year's Joint Math Meetings in Boston.
- The math department received a Lakeland Foundation Faculty Challenge grant to make 70 Calculus textbooks available for students to check out for free for the semester.
- Lakeland student and Phi Theta Kappa (PTK) officer Janice Robinson won the Guistwhite National Scholarship, a transfer scholarship specifically for PTK students.

1.4 Increase student access to support services, including enhancing delivery of mental health supports

- Lakeland partnered with Headspace to offer the Headspace mindfulness app free to students through Dec. 31, 2023.
- Lakeland launched COUN 1050 - Skills for Self-Care and Resilience.
- Ken Browner, Lakeland's campus psychologist, and Matt Selker, executive director National Alliance on Mental Illness (NAMI) Lake County, presented Mental Health 101 in-person and via WebEx April 12. They discussed the number of college students experiencing mental health challenges which continues to rise. Dr. Browner presented a 10-minute overview of new data from Lakeland's Healthy Minds Survey results. Selker and Browner addressed the difficulties facing people living with mental health disorders, and the importance of lessening the stigma of mental health issues.

1.5 Expand distance learning and flexible delivery methods

- Lakeland's Joint Distance Learning Committee, which consists of faculty and administrators, explored the pros and cons of staying with Blackboard Ultra or moving to another learning management system (LMS).
- Faculty were invited to attend LMS demonstrations by Desire2Learn, Canvas, and Anthology's Blackboard Ultra, and they were encouraged to share their feedback with JDLC members throughout the months-long review process. Ultimately, the JDLC unanimously recommended to the Vice President's Academic Advisory Council that the college switch to Blackboard Ultra as planned.

1.6 Practice empathy in meeting the basic human needs of students

- The Lakeland Cares Cupboard continues to expand its offerings and services. The Cares Cupboard collaborated with the Athletic and Fitness Center (AFC) to introduce a new Laundry Loop® service. Students in need can now have their clothes washed and dried at the AFC at no cost to them.

1.7 Promote equity, inclusivity and belonging

- "Generational Differences in Communicating Among the Learners and Faculty" was presented via WebEx in March. Presenters Jeanette Brossmann, professor and department

chair communication studies and American Sign Language, and Kimberly Schveder, part-time instructor of mathematics, focused on ways educators can be more inclusive and understanding of their students in the classroom. Participants explored strategies to engage generational students and investigated learning landscapes to provide multiple pathways for student success.

- In honor of Women's History Month, The Gallery at Lakeland presented "from WOMAN XVI...Created by women, of women and about women."
- The Learning Center provided a new, equitable, structured academic learning support service for all levels of learning. Staff use a structure of support that includes a tier of services designed to align to student learning needs and preferences. For example, a student who is more academically independent with fewer support needs may refer to our weekly newsletter, News You Can Use, tip sheets, or online resources. A student needing structured or more intensive support may require weekly or biweekly tutoring sessions for content-specific help and or academic coaching sessions to apply academic study skill strategies.
- Through the Lakeland Center for International Education, Dr. Oto Luthar presented the lecture "Indignant Revenge: Everyday Life in the Fascist Concentration Camps" April 25. His lecture focused on the living conditions, food shortages, and maltreatment of prisoners in concentration camps.
- Dr. Robin Judd presented the lecture "But I Thought I Would Be Happy: The Complicated History of Liberation" on April 26. The lecture focused on how the early months of liberation left their mark on millions of individuals: Nazi victims, perpetrators, collaborators, civilians, Allied military personnel, and NGO volunteers.
- Sharrel Titlebaum, a daughter of two Holocaust survivors, provided a lecture titled "Experiences of Life in a Displaced Persons Camp in Austria after World War II" April 27. She spoke about her experience in Linz am Danube, a displaced persons camp in Austria, following World War II, sharing the story of her parents, including their war experience, how they came to the camp, and their eventual journey to the United States.

1.8 Provide co-curricular activities to improve the student learning experience

- Four members of the Honors Program leadership team traveled to the National Collegiate Honors Council conference in Indianapolis. Student Leela Williams was selected as a Chautauqua Scholar, and students Regan Cole, Janice Robinson and Ashley Allard participated in the Kingston University – London program. Other Honors Program spring community building activities included a Welcome Back event, trip to the Cleveland Orchestra and Little Italy, the annual Beach Cleanup, and the End-of Year Celebration.
- The Art Gallery presented the Visual Arts Student Exhibition during the month of April. This show featured work produced by students in a Fine Arts class over the past year.
- Christopher Skubby, professor of political science, traveled to Washington D.C. in February with a group of Lakeland students to participate in the Model NATO conference. Model NATO is a role-playing exercise where students can simulate the proceedings of NATO. Lakeland was one of only two community colleges in attendance among over 20 other colleges and universities. Lakeland represented the country of Bulgaria at this year's conference. One Lakeland student, Elle Ramos (a 17-year-old CCP student), won a "Superior Delegation" award for her performance at the event.

- Rick Bartlett, a faculty member in Physics/Physical Sciences, conducted research on the Coconino Sandstone under a research and collection permit from the National Park System during spring break. Rick was accompanied by biology professor Steve Vieira and student Jared Snodgrass.
- Lakeland's Phi Theta Kappa (PTK) chapter was named in the top 100 chapters out of over 1200 chapters across the United States. They were also in the top three chapters for Ohio. PTK is a National Honors Society specifically for students enrolled in community colleges.
- Lakeland students participated in the Interprofessional Education (IPE) annual event at Lakeland March 21. The event, in collaboration with Lake Erie College, drew participation from over 160 students. Faculty and administrators served as student assessment facilitators of the capstone assessment.
- Geography & Geospatial Technology professor Mark Guizlo was selected as the 2023 recipient of the Fred Law International Fund Faculty Grant. His project will take students to various sites to meet with businesses and trade experts to learn more about Cleveland's global container shipping activities.

#2 Academic Success

Lakeland will strengthen academic pathways and mitigate barriers to completion to help more students succeed and graduate.

Strategies

- 2.1 Fully implement** the Guided Pathways model to clarify effective paths from entry to credentials
- The Information Technology and Computer Science program was awarded a Strengthening Community Colleges grant from the Department of Labor to expand the College Ready Now program for high school students.
 - The College Credit Plus program developed new high school pathways for State Tested Nurse Aid (STNA), Emergency Medical Technology (EMT), construction, and welding.
- 2.2 Enhance** intervention systems to keep students on track to completion
- The student success navigator staff in the Learning Center expanded supplemental academic learning support by hosting study tables that targeted specific student populations (all student athletes and women’s center), focusing on content-specific skill proficiencies, and application of general study skills (designed for specific math and English cohorts). Utilizing an expanded hybrid model, the learning center increased accessibility to tutoring by providing more in-person and remote tutoring options in addition to academic success coaching to students.
 - The student success navigator staff fully implemented an academic learning intervention approach using an early alert tracking tool, INSPIRE, to streamline the outreach process. With this tool, navigators created a systematic process to personalize outreach using an automated email and text messaging system when students couldn’t be reached by phone. Additionally, through this system, navigators created student cohorts (for student athletes, structured support, and math), and used the note system to track interventions, student responses, and outreach attempts.
 - By fully implementing multiple measures criteria for College Credit Plus (CCP) admission, more than a third of those admitted were not required to come to campus for Accuplacer testing, providing greater ease in access to the CCP program.
- 2.3 Continue** behavioral nudging via text and email to encourage success
- Continued analysis and deployment of student success resources led to implementation of a new early alert system, expansion of behavioral nudging to all students, communications to prevent summer melt, and increasing personal follow-up phone calls.
- 2.4 Increase** opportunities for adults to earn college credits through Prior Learning Assessments
- Continued strategies from fall 2022 into the spring semester.

2.5 Provide quality opportunities for high school students to graduate with college credit

- Enrollment Operations, Recruitment, and College Credit Plus (CCP) teams collaborated to host CCP to Degree Night. This event provided the necessary information and resources to students and their parents to seamlessly transition from a CCP high school student to a traditional college student.
- The Health Technologies Division welcomed Harvey High School senior students this spring semester to complete their EKG certification before high school graduation. This Painesville grant funded program provides stackable healthcare skills/certificates to high school students.
- Lakeland and Mentor Exempted Village School District/Lake Shore Compact collaborated to offer Lakeland's EMT program at Mentor High School in fall 2023 to expand CCP access to high school seniors.
- Lakeland and Perry High School finalized plans to offer the State Tested Nurse Aid (STNA) program on Perry High School campus through the CCP pathway in fall 2023.
- The College Credit Plus program (CCP) increased in-person presence in all our partner high schools, offering parent/student Info Nights, in-school Registration Days, and school counselor meetings, as well as streamlining the admission process. Additionally, we have updated our new student orientation, and now host CCP Welcome Days to provide an opportunity for students and parents to acquaint themselves with a wealth of Lakeland student support resources and tour campus. We also include a variety of outreach measures in alignment with our enrollment monitoring efforts each semester. These post-COVID strategies have yielded an enrollment increase of 22.3% in 2022 and an additional 3.8% in 2023, at a time when our local/regional high school enrollments have decreased.

2.6 Attract high-performing students through the honors program

- Through increased in-person programming and more intentional and frequent outreach, Honors students have reported a greater sense of community. The program has reached an enrollment total of 107 students. Of those, 29% reported as nonwhite, and 28% were PELL eligible, with a persistence rate of 87%.

#3 Workforce Development

Lakeland will ensure that academic programs align with employer needs to prepare more skilled graduates to keep our local workforce and economy strong.

Strategies

3.1 **Expand** outreach to working age adults to pursue workforce-ready education and training

- Lakeland held its annual Health Programs Open House March 23, welcoming visitors to tour the health technologies building and classroom labs. Faculty were on hand to answer questions about career opportunities and program details, along with representatives from admissions, counseling and advising, and financial aid to assist with the college application and financial aid processes.
- Vice President of Community and College Relations Dawn Plante served on an Ohio Association of Community College (OACC) statewide marketing committee to position Ohio's community colleges as the best pathway to Intel jobs.

3.2 **Engage** employers to identify industry trends and ensure job training meets workforce needs

- President Morris Beverage attended a workforce development collaboration meeting with representatives from Ohio Life Sciences and Olon Ricerca Bioscience Jan. 30.
- President Morris Beverage attended an executive tour of Swagelok Headquarters in Solon on February 1 along with Executive Vice President and Provost Laura Barnard, Director of the Nonprofit and Public Service Center Amy Sabath, and executive in residence Dave Enzerra.
- President Morris Beverage met with CEO of Rimeco Products in Willoughby, along with executives in residence Dave Enzerra and John Rampe, Feb. 23 to discuss workforce development needs.
- Health technologies dean Gina Prosser attended the Lake County Community Health Improvement Plan Quarterly committee meeting April 18.
- Health technologies dean Gina Prosser attended the UH Nursing Academic Practice Gap collaborative committee meeting May 18. Topics of discussion included: the state of the workforce, academic landscape in nursing programs and bridging the academic-work environment gap.
- Lakeland's health technologies programs are guided by advisory committees of local health professionals from area institutions to ensure Lakeland students graduate with the most up-to-date skills desired by employers. Advisory Committees that met in the Spring 2023 semester included: (Dental Hygiene, Feb. 22; HIMT, April 11; Respiratory Therapy, May 10; and Surgical Technology, June 2).

3.3 **Develop** new degrees, certificates, short-term credentials, and training programs to meet evolving employer need for qualified workers

- Executive Vice President and Provost Laura Barnard and Dean for Applied Students Barbara Friedt attended the annual Workforce Development Institute sponsored by the American Association of Community Colleges Jan. 18-21. The institute theme was “Shockproof” designed to help community colleges adjust quickly to changing workforce needs.
- The nursing program is expanding to include an RN-BSN online program. The projected application and development will be 18-24 months, with an initial program launch in the fall 2025 semester.
- The medical assisting program is in its final transition to a hybrid format to improve access for working adults.
- The respiratory therapy program and Ursuline College created an AAS to BSRC progression program and transfer pathway for students to earn a seamless four-year degree.
- The Health Technologies Division is exploring a possible new partnership with LeaderStat for a Medication Aide training program on the Lakeland campus as a non-credit pathway for nursing program preparation and workforce development, and in the longterm, assisted living health care space.
- The Ohio Department of Higher Education approved the streamlining of our Dental Assisting Certificate Program from 41 to 22 credits to allow students to enter the workforce in a timelier manner while still completing the necessary course content for entry-level dental assistants. The change was made based on industry trends and a recommendation from the Dental Assisting Advisory Committee comprised of local dentists and dental professionals.

3.4 Keep classrooms, labs and technologies updated to train students for the jobs of today and tomorrow

- Through the RAPIDS 6 grant, health technologies purchased new equipment for dental hygiene, nursing and histotechnology.
- New equipment was purchased for the EMT program including a SimMan Manikin, accessories, and software.
- The Respiratory Therapy program purchased a RespiPro ASL 5000™ Breathing Simulator, an all-in-one respiratory simulation solution that enables intuitive, interactive, and highly effective training.
- Roche/UH Hospital System donated a COBAS INTEGRA 400 analyzer for the Medical Laboratory Technology program.
- Administrative Technologies made many cyber security enhancements including replacing the Antivirus platform with Arete's Sentinel One Managed Detection and Response.

3.5 Increase internship and co-op experiences for students

- Lakeland’s Career Services Center hosted a job fair on April 5 in the Athletic & Fitness Center on Lakeland’s campus. The job fair featured more than 50 reputable employers representing a wide variety of industries and occupations including University Hospitals, Ohio State Highway Patrol, and Dollar Bank. Opportunities included part-time jobs, full-time work, seasonal positions, and paid internships.
- Administrative Technologies provided an eight-hour shadowing experience in Networking Operations and Customer Service on Feb. 15 and 16.

3.6 Expand Holden University Center partnership programs in high-demand careers

- A Bachelor of Science in respiratory care (BSRC) in partnership with Ursuline College will be offered beginning fall 2023.

3.7 Ensure students have the general education and soft skills to succeed in the workplace

- Business management professors Connie Golden and Gretchen Skok DiSanto partnered with the Willoughby Western Lake County Chamber of Commerce to host Learn from Leaders – Community Connections Jan. 31. The event featured a panel of chamber members discussing networking practices, introductions of all event attendees, and a networking luncheon. Ninety-three students and chamber members attended the joint networking event.
- The Dworken & Bernstein Learn from Leaders series hosted a panel discussion titled "Leading After Lakeland" March 29 via Webex. Three alumni from Lakeland's business management programs with diverse backgrounds shared experiences on how Lakeland prepared them for success, their career paths, their field of choice, and more. The distinguished guests included Shelly Dalton, associate product manager at Sherwin-Williams, Jaja Tunkara, owner of The Better Being Pod, and Connor T. Wigren, owner and operator of Fitness Society Supplements.
- Lakeland's business management department hosted Next Steps to Success – Life After Lakeland to help students take their education to the next step to experience success in the business world. Students attended sessions presented by team members from Leadership Lake County. Sessions focused on getting the job, succeeding in the first week, and mastering skills for continued success. Area professionals, along with full-time and part-time business management faculty, provided students with the opportunity to hone their networking skills. Held at Mooreland, the event was attended by over 80 individuals including students and area professionals.

#4 Community Stewardship

Lakeland will strengthen its brand reputation, strategic partnerships, and financial resources to meet student needs and improve the quality of life in our community.

Strategies

4.1 Demonstrate good stewardship of taxpayer resources

- Marketing eliminated outside printing of large format posters for interior campus promotional stanchions, using the large format printer in HIVE instead. The estimated savings is \$5,000 annually.
- Events and Facility Rentals provided event space 65 times for 21 external clients during the Spring 2023 semester. Clients included First Energy Corporation and Hospice of Western Reserve. The Lake County Safety Council also returned to campus for the first time since the pandemic to host their Safety Expo.

4.2 Enhance public awareness and value perception of the college

- Lakeland's spring registration advertising campaign delivered over 12.4 million impressions and over 43,000 total clicks. The campaign generated 47,918 pageviews, a 6% increase compared to the fall registration campaign. The average time spent on the landing page shows users were interested and engaged in the content. Overall, most placements in the spring registration campaign performed within or above the partners' benchmarks.
- More than 3,500 people attended Lakeland's 56th annual commencement ceremony on May 13. Lakeland graduates, Outstanding Students and Holden University Center graduates were recognized in News-Herald ads May 14. The Outstanding Students were also featured in social media posts.
- Lakeland hosted the Lake County Small Business Expo 2023, a countywide business-to-business networking event with businesses from across Lake County. The event offered small business learning workshops on digital marketing, networking, and building healthy office cultures.
- Lakeland hosted the sixth annual Northeast Ohio Nonprofit Summit March 10 at the Holden University Center with the theme "Helping Nonprofits Reach their Peak Performance." Breakout tracks included Peak Performance, Peak Resource Development, Peak Communications, and Peak Leadership & Sustainability. Bill Stanczykiewicz, Ed.D., senior assistant dean for external relations, clinical associate professor and director of The Fund Raising School at the Indiana University Lilly Family School of Philanthropy, provided a keynote address on current trends in fundraising for nonprofits. Other topics included board ethics, planned giving, employee retention, communication skills, and recruiting volunteers.
- Lakeland offered several art exhibits, documentary film screenings, lectures, and receptions which were free and open to the public, including:
 - The Columbus Crossing Borders Project traveling pop-up art exhibit which returned to Lakeland in January. This pop-up art exhibit includes a documentary film relating to the record high numbers of displaced persons across the globe.

- “Partnerships, Portraits, and the Power of Photojournalism: Black History According to Allen E. and Frances T. Cole,” a photo exhibition as part of a special Black History Month exhibition was on display Feb. 7 – 28. Two lectures were scheduled in support of the exhibition on Feb. 14 - 15 presented by Regennia N. Williams, Ph.D., curator of the exhibition and distinguished scholar of African American history and culture at the Cleveland History Center of the Western Reserve Historical Society.
- The Lakeland Civic Orchestra presented their first concert of 2023, titled “Beethoven and Friends,” March 5 in the Dr. Wayne L. Rodehorst Performing Arts Center. Under the direction of Dr. Matthew Saunders, the 55-member Civic Orchestra presented a selection of both classical and contemporary pieces.
- The Gallery at Lakeland presented from WOMAN XVI...Created by women, of women and about women, Feb. 12 through March 31 in honor of Women’s History Month to commemorate women’s achievements and contributions to the visual world of the arts. This year’s event included 35 local and regional artists from Northeast and Central Ohio and Indiana displaying a wide variety of media including oil and acrylic paintings, drawings, ceramics, textiles, sculpture, assemblage, jewelry, and mixed media.
- The Annual Lakeland Jazz Festival, the oldest jazz festival in the State of Ohio, celebrated 51 years with a series of concerts March 17, 18 and 19 in the Dr. Wayne L. Rodehorst Performing Arts Center, starting with the “Serving the Schools” initiative, a unique event for the music education community in Northeast Ohio. Middle and high school jazz bands performed on campus for adjudication by celebrated educators and leaders in the jazz community, including members of the highly acclaimed Cleveland Jazz Orchestra.
- The Lakeland Civic Jazz Orchestra and the Lakeland Jazz Impact presented “Swing into Spring” May 7 in the Dr. Wayne L. Rodehorst Performing Arts Center.
- The Lakeland Civic Flute Choir presented “Spring Flora and Flutes” May 5 in the Dr. Wayne L. Rodehorst Performing Arts Center.
- The Lakeland Civic Orchestra presented “Tragedy and Triumph” April 30 in the Dr. Wayne L. Rodehorst Performing Arts Center.

4.3 Continue environmental sustainability principles and practices

- Stormwater management at Lakeland supports our Lake County community and northeast Ohio’s water resource conservation efforts. Natural areas have been planted across campus with native species of plants and grasses and detention basins have been installed at the Holden University Center and the southwest side of the Faculty/Staff parking lot. The Engineering Building has a detention system built under the new parking lot. These efforts act to slow down stormwater runoff allowing it to percolate into the ground replenishing the aquifer below. They limit erosion, filter and control pollutants and provide beneficial green areas for us, and for our campus wildlife. Lakeland has two green roofs, at the Health Technology and A Buildings, which contain short vegetation for slowing water run-off, providing habitat and insulate to increase efficiency reducing costs for cooling the buildings.
- The college will not be salting or plowing several parking lots this winter, covering over 600 spaces. Along with the salt reduction, the college will trial a non-chloride base ice-melt product called “Entry.” Entry is pH neutral, non-chloride based, safer for pets, ecofriendly, and is effective at -60 degrees Fahrenheit. This is both fiscally and environmentally responsible.

- MOTUS Wildlife Tracking System: MOTUS antennas are strategically placed acting as a radio fence along the southern shore of Lake Erie. The purpose of the radio fence is to track migrating birds, bats, and flying insects. Tracking wildlife supports conservation, climate change research, and the college's educational mission and community outreach. It is approximately 15 kilometers station to station and is created in partnership with Birds of Canadian and our local neighbors including Madison High School, Fairport Harbor, Cleveland Lakefront Preserve and The Natural History Museum to name those near us.
- The U.S. Forest Service funded the installation of new antennas for Lakeland and for Lakeland faculty, student, and community opportunities for research through the national grants program. A Forest Service team has visited Lakeland many times providing support and a daylong workshop on Monarch butterflies offered to local educators. They invited Lakeland as participants in a dragonfly tagging workshop held at West Creek Reservation where we caught and placed small radio telemetry tags on individual Green Darner dragonflies. These individuals that migrate may be picked up next spring with our own motus antennas.

4.4 Increase fundraising to support student success and college priorities

- The part-time faculty Mentorship Program funded by the Lakeland Foundation provided new adjunct instructors (mentees) with the guidance, support, feedback, and meaningful connections they need to improve their instructional strategies and specific knowledge of the resources that the college makes available to them.
- The U.S. Department of Labor (USDOL) awarded Lakeland a \$720,000 grant to increase educational and economic opportunities for individuals in underrepresented communities. The funds awarded to Lakeland are a portion of a larger \$5 million investment in the region by the USDOL awarded to a consortium of four community colleges in Northeast Ohio including Lakeland, Lorain County Community College, Cuyahoga County Community College, and Stark State College. The consortium will use the funds to improve equity of underrepresented groups, including women, in technology fields.
- The Lakeland Foundation's annual attainment as of May 24 was \$6,815,634 or 358% of the Foundation's \$1.9 million annual goal.

4.5 Improve processes for measuring effectiveness and analyzing results for continuous improvement

- Reading Day activities for full-time faculty was held Jan. 12 - 13 and included a Student Data Summit led by Stephanie Brown, Associate Provost for Institutional Research & College Registrar, and faculty members Christine Corwin and Natalie Hopper.

4.6 Explore partnership opportunities to serve the unmet needs of our aging population

- Through a partnership with Omni's Vitali Senior Living, Lakeland offers residents from their senior living communities across Northeast Ohio opportunities to participate in guided, hands-on projects in HIVE. About 10-12 Vitalia residents participate weekly in such projects as glass engraving, laser cutting and 3-D printing. Additional partnership opportunities are being explored including access to the library and AFC.
- Recruitment delivered senior audit and non-credit promotional materials to nine senior centers and senior living facilities.

- This spring, Lakeland's partnership with Case Western Reserve University's Siegal Lifelong Learning Program led to the offering of two in-person courses for seniors at the Holden University Center. The topics were: "The Passion of Michelangelo – Man is the Measure" Jan. 26 - March 2; and "Barking Up the Evolutionary Tree: The Origin of Dogs" Feb. 23. Lakeland professor and campus psychologist Ken Browner taught a remote course titled "Love and Marriage: Five Research-Based Insights and Skills" March 15. Marketing efforts included a postcard mailed to 8,147 seniors and a billboard promotion on Rt. 2.

4.7 Facilitate conversations with community partners to address common challenges and opportunities

- The Lakeland Nonprofit and Public Service Center hosted a Community Volunteer Fair on campus May 19 with more than 30 local nonprofits sharing their volunteer opportunities. The event was sponsored by Vitalia and held in partnership with the Lake County Commissioners, Willoughby-Eastlake Library, and Mentor Public Library.
- President Morris Beverage met with representatives from Beyond 12 May 15. Beyond 12 is a national technology-based nonprofit that helps to increase the number of historically underrepresented students who graduate from college.