Case Western Reserve University Neighborhood Advisory Council
2023 Community Dinner Report

Mark Chupp, JP Graulty, Erika Kura, and Abigail Schultz
Community Innovation Network

CASE WESTERN RESERVE
UNIVERSITY

Table of Contents

Letter from the Neighborhood Advisory Council Co-Chairs

The Neighborhood Advisory Council (NAC), in collaboration with the Office of Government and Community Relations and the Community Innovation Network, was honored to host a Community Dinner with over 200 area residents, university students, faculty, and staff. This community event aimed to identify community needs and assets where Case Western Reserve University (CWRU) and the community could come together to develop and implement strategies that benefit the common good and promote racial equity for our community. President Kaler's commitment to community engagement with focus areas in health and wellness, economic development, and education made this platform possible.

This event allowed us to facilitate structured dialogue to solicit feedback on how to best build a collaborative partnership between residents from surrounding neighborhoods and CWRU based on mutual interest, trust, and respect. This report documents feedback from the event with detailed recommendations from the NAC on how to move forward.

It is a reality that although CWRU exists in one of the densest concentrations of cultural, educational, religious, and social service institutions in the world, there are extreme issues of inequity throughout its surrounding neighborhoods. It is in our collective interest to build a stronger and more equitable community that invests in our human capital. The NAC is committed to creating a culture and structures for neighborhood residents and CWRU students, faculty and staff to come together to share our gifts, talents, and resources to further this goal.

Members of the NAC are committed to the work of institutionalizing a bridge between CWRU and the neighborhoods surrounding it. By engaging neighborhood organizations and residents, CWRU has much to gain and learn from the many strengths they bring. We are excited about the information gathered in this report and will use this feedback to drive our work forward in the coming year.

On behalf of the NAC, we wish to express our gratitude to all the community members, university staff, and volunteers who helped make this event happen. We are also grateful for the partnership extended by President Kaler in his commitment to community engagement and look forward to working closely with him to strengthen the relationship between CWRU and the community.

We also want to thank our fellow members of the NAC, whose leadership made this event possible. To learn more about the NAC and its members, please see the About the CWRU Neighborhood Advisory Council section at the end of the full report.

Trevelle Harp and Janice A. Eatman Williams
Co-Chairs, CWRU Neighborhood Advisory Council

CASE WESTERN RESERVE
UNIVERSITY

Eric W. Kaler
President
Adelbert Hall, Room 216

10900 Euclid Avenue
Cleveland, Ohio, 44106-7001

Office 216.368.5094
Fax 216.368.4325

case.edu

February 26, 2024

Dear Neighborhood Advisory Council Members:

Since I joined Case Western Reserve University as president in July 2021, one of my three priorities has been to enhance our engagement with the broader community—and to do so in ways that lead to stronger partnerships with and better outcomes for our neighbors and the people of Cleveland. As a university community, it was important that we acknowledge the harms of the past and, working alongside our neighbors, commit to a better way forward.

I was pleased that the Neighborhood Advisory Council (NAC) was formed when I arrived at CWRU so we could start this important work without delay. I have truly appreciated your dedication and partnership in advancing the university as an anchor institution. Our goal is to benefit the people who work and study here, and who live nearby.

I would like to thank the Neighborhood Advisory Council for organizing the Community Dinner in November. It was an outstanding event for a group of more than 200 community residents, CWRU students, faculty and staff. Importantly, it gave us all the opportunity to come together over a meal and discuss our collective futures. The tabletop discussions, in partnership with the Community Innovation Network and the Office of Local Government and Community Relations, provided critical feedback for the university's engagement activities and priorities. We now have a better idea of how we can best direct our resources to address the needs of Cleveland and local residents.

I have reviewed the 2023 Community Dinner Report and am impressed by its detail and its honest assessment of the community's perception of the university. The report identifies many areas for improvement and provides good suggestions on how the university can better integrate with the community. Of course, we will also do our best to answer the questions posed by neighborhood residents, which were included in the report.

Finally, I appreciated meeting with NAC members on February 1 to hear your recommendations on next steps to address the concerns and suggestions outlined in the Community Dinner Report. Your recommendations are thoughtful, manageable, and will go far in advancing our mutual goals. I have asked our Office of Local Government and Community Relations to work with the NAC to make these recommendations a reality.

Thank you again for your hard work and support. I look forward to seeing what we can accomplish together.

Sincerely,

Eric W. Kaler
President

Executive Summary

On November 17, 2023, the Case Western Reserve University (CWRU) Neighborhood Advisory Council (NAC) hosted a community dinner to introduce the NAC and its members to the community, get feedback from community members on CWRU's community engagement initiatives and priorities, and to share information about CWRU resources and opportunities for community members. Approximately 200 participants attended the dinner on a rainy Friday evening, including community residents from diverse neighborhoods around the university, CWRU faculty, staff, and students.

The evening started with presentations by CWRU President Eric Kaler and Assistant Vice President for Local Government and Community Relations Julian Rogers about CWRU's community engagement priorities and commitments. These presentations identified the 3 focus areas for CWRU's community engagement: Education, Health and Wellness, and Economic Development. During these presentations, attendees responded with enthusiasm after hearing of CWRU's recent expansion of the *Cleveland Scholars Program*, which provides full scholarships to graduates of Cleveland and East Cleveland Schools for the cost of attending CWRU without loans and now includes room and board, books, transportation and opportunities for paid research or internship experiences.

Next, NAC Co-Chairs Trevelle Harp and Janice Eatman-Williams shared about the NAC and its goal to build a strong relationship between the institution of CWRU and the community, built on mutual trust, respect, and working toward the common good and shared interests. The Co-Chairs then introduced the main program for the evening: facilitated table conversations to surface ideas and feedback on how CWRU and the community can be better neighbors with each other.

Detailed notes of all table conversations were taken with the following identified highlights:

- **Why did participants attend the dinner?** Participants expressed a desire to get information about CWRU resources and programs, form connections with others and getting involved in the community or CWRU, and learn about CWRU's commitment to community engagement.

- **What resonated the most about the presentations?** Participants resonated with the CWRU resources and programs that were shared, including the Cleveland Scholars Program, the Community Card, Sears think[box], and the new Wade Park Community Engagement Center.

- **What questions or concerns did the presentations raise?** Participants shared concerns about the lack of communication and community involvement with these initiatives and questions about the commitment of CWRU to follow through and deliver on the commitments and goals that were shared. Other themes were the lasting impact of previous harm by the university and the fear of gentrification.

- **Vision and ideas related to Education:** Participants discussed the idea of CWRU students as an asset to the community and a vision for more inclusive education at CWRU where all students feel welcome and have the support they need to succeed. They also identified the importance of stronger college preparation programs so that Cleveland and East Cleveland students can benefit from and succeed in the Cleveland Scholars Program. Community members also want to be engaged in education at CWRU, contributing to student learning and having access to continuing education opportunities.

- **Vision and ideas related to Health and Wellness:** Participants called on CWRU to play a leadership role in making healthcare more inclusive, discussed how CWRU can help provide more health education in the community, and identified healthcare gaps in the community.

- **Vision and ideas related to Economic Development:** Participants discussed opportunities for CWRU to invest in the community, opportunities for economic partnerships between CWRU and the community, and the importance of economic development to be driven by the community. They also expressed an understanding that CWRU is an important economic hub for this community and want to see more collaboration and support for workforce and career development, as well as opportunities for local businesses to become vendors for CWRU. Community members also stressed their concerns about gentrification and want to ensure that the community is listened to regarding any efforts to expand CWRU beyond its current footprint.

- **What was most exciting or surprising about this dinner?** Because of this event, most participants shared their general excitement about the dinner and hope for the future relationship between CWRU and the community. They expressed appreciation for CWRU's new commitment and focus on community engagement. There was also a strong desire to regularly see these dinners and other similar events occur.

Recommendations from the NAC

The NAC is recommending the following next steps based on their experience facilitating table conversations at the Community Dinner, a thorough review of this report, and a discussion and expansion of a draft set of recommendations provided by NAC Co-chair, Trevelle Harp.

Ambassador Trainings

Build bridges of trust between CWRU and the community and improve communication by recruiting community leaders and CWRU students and staff to serve as ambassadors to each other. All ambassadors would receive periodic training to learn about assets, resources, and amenities available at CWRU and the surrounding neighborhoods. Ambassadors would be tasked with building relationships and sharing information with their communities.

Campus and Community Tours

Organize campus and community tours to host groups from neighborhoods and CWRU to learn about each place's assets, resources, and amenities. Each tour would have a theme and focus on building relationships between community residents and CWRU students, faculty, and staff who participate in the tours together.

Learning Circles

The NAC is committed to developing frameworks and pathways for residents to bring their voices to CWRU initiatives in the focus areas of Education, Health and Wellness, and Economic Development. In some areas, this could involve connecting community residents to other Community Advisory Boards or mechanisms already in place for engaging community members. The NAC can host learning circles in other areas to facilitate mutual respect, collaboration, and shared learning among residents and CWRU faculty, staff, and students. The NAC will begin this process by mapping the existing networks between CWRU and the community in these 3 focus areas.

Community Dinners and Conversations

The NAC is committed to hosting more community dinners and conversations to continue building the relationship between CWRU and the community. Future events will vary in scope and goals, but all will aim to bring people from the community and CWRU together.

Small Grants

The NAC charter tasks the NAC with allocating funds raised from CWRU's Good Neighbor Program. The NAC is committed to exploring the possibility of creating a small grants program to support and strengthen the relationship between CWRU and the community.

Community Vendor and Employment Opportunities

The NAC will meet with relevant CWRU leaders responsible for purchasing and hiring and will host discussions with these leaders about how to better identify and promote pathways for local community members to become vendors or employees at CWRU.

Introduction

On November 17, 2023, the Case Western Reserve University (CWRU) Neighborhood Advisory Council (NAC) hosted a community dinner to introduce the NAC and its members to the community, get feedback from community members on CWRU's community engagement initiatives and priorities, and to share information about CWRU resources and opportunities for community members. The purpose of this report is to share the feedback from the rich table discussions that took place during the dinner to inform CWRU's community engagement and strengthen the relationship between CWRU and its neighbors.

The NAC partnered with the CWRU Office of Government and Community Relations and the [Community Innovation Network](#) to plan and host the dinner. Approximately 200 participants attended the dinner on a rainy Friday evening, including community residents from diverse neighborhoods around the university and CWRU faculty, staff, and students.

Community Dinner Agenda

5:30 PM   Registration & Reception

6:15 PM   Welcome & Remarks
- President Eric W. Kaler
- Update on Community Engagement by Julian Rogers, Assistant Vice President, Local Government and Community Relations
- NAC Co-Chairs Trevelle Harp & Janice Eatman Williams

6:30 PM   Dinner & Table Discussions

8:30 PM   Conclusion

Presentations

This section contains a brief synopsis of the remarks and presentations made at the beginning of the dinner. Presenters include President Kaler, to serve as a reminder for attendees of the context for the dinner conversations, and for those reading who were unable to attend the dinner.

CASE WESTERN RESERVE
UNIVERSITY

President Eric W. Kaler

Event Goal:

Get to know each other and hear from the community how CWRU can be a better neighbor and work together to address community needs, and how to develop a mutually sustaining relationship.

CWRU's 3 Priorities:

Underlined by CWRU's commitment to Diversity, Equity, and Inclusion:
- Elevate academic excellence.
- Expand CWRU's research enterprise.
- Enhance CWRU's engagement with the community.

CWRU is committed to serving as an Anchor Institution. President Kaler said:

> *Our goal has been to be a present and active member in the community and to work together, in partnership with you, to learn how we can meet your needs and how we can utilize our strengths to improve your lives—whether that's through opportunities in education, job creation or healthcare, among others. And in this way, we want to serve you as an anchor institution.*

> *Anchor institutions are those universities, hospitals, nonprofits, and corporations that are rooted in place and that are positioned to serve as economic engines for their communities. We want to be that resource, and we're working hard to fulfill that vision.*

Acknowledgments

President Kaler thanked and acknowledged the leadership and contributions of Julian Rogers, Assistant Vice President for Local Government and Community Relations, and the NAC, including its members and co-chairs, Trevelle Harp and Janice Eatman Williams, for this event.

CASE WESTERN RESERVE
UNIVERSITY

Julian Rogers, Assistant VP for Local Government and Community Relations

Goals:

- CWRU's community engagement is focused on 3 major areas:
    - *Education:* Improve educational attainment/outcomes in the City of Cleveland and East Cleveland
    - *Health and Wellness:* Improve access, awareness, and health and wellness outcomes of residents within the City of Cleveland and East Cleveland.
    - *Economic Development:* Advance economic development through programs, practices, and policies.

"Additionally, as President Kaler said, we are really hoping to improve our relationship with the surrounding community - and be a much better neighbor than we have been in the past."

Programs and Resources:

- *Cleveland Scholars Program: "*We are committed to bringing more students from Cleveland and East Cleveland into CWRU and the expansion of the Cleveland Scholarship program - which provides for the full cost of attendance with no loans, including tuition, room and board, books and opportunities for paid research or internship experiences, will help us do this."

- *Office of Pre-collegiate Programs:* To ensure more students from Cleveland and East Cleveland are prepared to attend CWRU, "this new office, led by Executive Director Angela Cain, brings together four of our signature K-12 programs under one umbrella to make better use of resources and make all of the programs more effective." These programs include:
    - "National Youth Sports Program, our five-week summer camp that has been on campus for over 53 years"
    - "TRIO Upward Bound, and TRIO Talent Search, which works with high school students and has been operating on campus for over 57 years"

CASE WESTERN RESERVE
UNIVERSITY

- o "The Provost Scholars Program that works with students from East Cleveland, Ginn Academy and Cleveland School of the Arts"
  - o "School-Based Outreach and Project STEP-UP where we deploy CWRU students as tutors and mentors in ten different sites around Cleveland"

- *The Community Card: "*provides a CWRU ID card to local residents and grants them access to amenities on campus and discounts to Uptown stores and restaurants."

- *Monthly Community Newsletter:* "Last year, we launched a monthly community newsletter that highlights how we are engaging with the community and how you can get involved."

- *Community Survey:* "We have an open survey on our website where we are asking how we can do better and where are the opportunities to learn from the community."

- *Collaboratory:* A developing "online searchable database of our community engagement activities across the university. We hope it will make it easier for people and organizations to connect with the university and identify partnership opportunities."

- *Wade Park Community Engagement Center:* Construction continues on schedule with a planned opening in Fall 2024. In his 2023 State of the University, President Kaler stated: "This building, located on Wade Park Avenue, will house our Local Government and Community Relations team and will serve as a space for neighborhood programming, tutoring for school children, and services from our law clinics, among others. We are excited about this space and what it represents about our approach to community engagement—that we want to meet our neighbors where they are and in ways that meet their needs."

Trevelle Harp & Janice Eatman-Williams, Co-Chairs of the NAC

Problem Statement

University Circle comprises one of the densest concentrations of cultural, educational, religious, and social service institutions in the world, and yet there are extreme issues of equity throughout the neighborhoods surrounding UCI/CWRU.

Collective Interest

It is in our collective interest to build stronger, more equitable neighbors and invest in our human capital. The goal of the NAC is to build a strong relationship between the institution of CWRU and the community that is built on mutual trust, respect, and common good or interest.

It is in our collective interest to identify community needs where CWRU and the community can come together to develop solutions that benefit the common good and promote racial equity; this is the purpose of the NAC. We function out of The Office of Government and Community Relations and advise President Kaler on relevant issues, programs, and projects that significantly impact people in Cleveland and East Cleveland neighborhoods around campus.

Table Conversations and Next Steps

We are about to undergo community conversations that will solicit your feedback on how the University can better work with the community to develop solutions for our community. The information from these discussions will be recorded and reported directly to the President so we can begin creating solutions for our community together.

CASE WESTERN RESERVE
UNIVERSITY

Data Collection and Analysis Methods

During the dinner, attendees participated in 21 table discussions facilitated by NAC and other community members. Trained notetakers thoroughly documented these conversations to capture the discussion and feedback from each table. All participants were invited to complete a survey about their experience at the Community Dinner, and 70 attendees submitted surveys. The Community Innovation Network team then collected the data, coded them using qualitative analysis software to identify common themes, developed summaries of what was shared, and organized them in this report.

Then, the Community Innovation Network presented a draft presentation of this report to the NAC for feedback, edits, and their response at the NAC meeting on January 11, 2024. The final report was shared with President Kaler on February 1, 2024, and then published and shared widely with the community.

Table Conversations

The facilitated table conversations were the central component of the community dinner and featured open, honest, and frank discussions about CWRU's community engagement. This section will provide insight into what was shared during the 21 different table conversations, highlighting common themes, suggestions, and ideas. The data are organized by question, and notes from the table discussions should be read and interpreted in the context of the question being discussed at the time.

For each question, we share broad themes about the table discussions, the number of tables that discussed a particular theme, and some illustrative direct quotes from participants about the theme. Additionally, all questions raised during the table conversations have been harvested and will be reported in their own section.

CASE WESTERN RESERVE
UNIVERSITY

Question 1

What would you like to get out of this dinner?

Broadly, participants expressed a desire to get information about CWRU resources and programs, form connections with others and get involved in the community or CWRU, and learn about CWRU's commitment to community engagement.

13 tables discussed **information they'd like to learn** about programs at CWRU, about the community, and about the current relationship between CWRU and the community.

- "I'm here to learn about opportunities for youth and families to get involved in. I want to learn about what is available and to share this info with others."
- "I wanted to see what CWRU was up to."
- "Trying to understand the community I'm now a part of."
- "Curious to know about the NAC."
- "Gain information about what CWRU is doing for the community."

9 tables discussed the **importance of following through and holding CWRU accountable** for what they say they will do.

- "Would like to see sustainability- 'let's see how far CWRU is willing to go to maintain this commitment.'"
- "Follow through on these lofty goals."
- "You get students' hopes up high and then the follow-through part is different. You can talk the talk, but I want to see the action."
- "Area of opportunity for CWRU to have a positive impact on how East Cleveland evolves."

5 tables discussed **getting involved at CWRU**.

- "Looking for ways to get involved and make a difference at CWRU."
- Student "looking to get more involved on campus."

5 tables discussed **getting involved in the community**.

- "One thing I'd love is new ways my group can engage with community."
- Members of the student group Know Your Neighbors were in attendance as well, an organization that "connects students and community members, and they're currently struggling to get engagement with the community."

5 tables discussed **forming connections**.

- "Finding ways to connect CWRU and community."
- "Forming a bridging community."

4 tables discussed **fellowship**.

- "Learning names and establishing relationships."
- "Beautiful to connect with other people and share a meal."
- "Be in community with people."

CASE WESTERN RESERVE
UNIVERSITY

2 tables discussed **personal connections with NAC members** as reasons they wanted to attend.

Question 2

Now that you have heard from the NAC Co-chairs, President Kaler, and Julian Rogers, we want to hear from each of you at the table. What resonated with you the most? What is a question or concern you have?

What Resonated

12 tables discussed **CWRU resources and programs**, especially the Community Card, the Cleveland Scholars program, Sears think[box], and the new community engagement center.

- "I love that the Community Scholar Program is still available to students."
- "I love the community [engagement] center. That's going to be great!"

12 tables resonated with the **efforts CWRU is making in community engagement**.

- "As someone who has been on this campus for quite some time, I am happy to see that CWRU is putting its money where its mouth is in terms of education. President Kaler seems committed to community outreach."
- "The fact that the dinner is happening to bring stakeholders together."
- "The university has made important commitments with the community."
- "Applauds the administration for reaching out to the community to change perceptions and engage in the community where this has not really been done in the past."
- "The biggest thing is that they are open to hearing what we have to say."
- "Case has a reputation as an ivory tower place, so it is good to know that they are engaging with the community."

6 tables appreciated the **social connection** that was being formed by the dinner.

- "The people in the room. Never been to an event like this in years. The room is packed."
- "Seeing other connections and neighborhoods."
- "Getting connected with the community is really important. Feels hopeful".

3 tables appreciated **learning about the NAC**'s existence and involvement with the university.

- "Glad to see NAC did the event."
- "Having the Neighborhood Advisory Council is a great idea."

Concerns

14 tables identified the **lack of communication** and the need for increased and more inclusive communication with the community.

- "CMSD students are very intelligent and capable but they don't know what is available to them."
- "Overall lack of getting the word out."
- "It's great so many people are here, but not everyone is. So few people know about this."
- Another participant raised a concern that some residents don't have access to information that can only be found online.

10 tables raised **concerns about community involvement**. These concerns included both CWRU not asking for community input and the community not following through/getting involved.

- "They told us what they were going to build without listening to what we thought first."
- "Not sure she can believe what CWRU says. There have been so many hidden agendas."
- "Uptown" appealing to younger people but maybe development there is more beneficial to the college than the community?
- "Part of education is learning things that exist outside the classroom."
- "There is such a divide between the neighborhoods and the Cleveland Clinic/CWRU."
- "How can we get this to the grassroots level? How do we get the next generation here?"
- "CWRU has been an island surrounded by Black communities."

9 tables raised **concerns about CWRU's follow-through** and their willingness and ability to put action behind the words that they are saying about community engagement and the programs that they have promised.

- "I am almost 80 and it seems like we are having the same discussion. People say that there are some changes, but what changed if we are still having the same discussions?"
- "DEI are just words, and we need action regarding the promises made by the university."
- Raised concerns about the scholarship program and keeping students here once they qualified.
- One said it was a "disingenuous offer" because not many students would qualify.
- "The promises and commitments described by the president and speakers are just words."

9 tables discussed the **history of harm** from past actions by CWRU as a reason why people are hesitant to trust and why there needs to be more intentional efforts toward engagement and inclusion.

- "Heard that undergrad students were told not to go past the bridge into East Cleveland."

- "There is still that attitude that Black men should not be there. Police have made comments that they wouldn't live in 'a place like this.'"
- "It was embedded in our heads that we weren't allowed to come here."
- "Sees the negative way that CWRU has been impacting the African American students, especially in the 70s and 80s... Does not see it as a friendly place."

8 tables discussed the need for **new CWRU programs** in a wide variety of areas.

- Support program for students who receive the scholarship and need extra support adjusting to college.
- "A student she knows got the scholarship for East Cleveland residents, but he had a tough time his first year because he didn't develop the skills other students have. His high school didn't have APs, for example. He was at the top of his class in high school but did not have the same experience here. To have these students, CWRU needs a support program when these students get here. Need clear preparation."
- Student housing- "put some pressure on the landlords to get some fixes."
- "Shared center to create trainings, provide resources, and connectedness to CWRU and community."
- Self-defense classes
- Students from CWRU reaching out to students in the area- "CWRU needs to be more welcome to prospective students. It is a problem that the neighborhood kids do not see a path to CWRU."
- Summertime program for community and ability to use recreational facilities.
- Reaching out to youth about their health and having the dental clinic connect students with care after they leave.
- Partner with the juvenile justice system.

6 tables raised concerns about **gentrification** of the community or expansion by CWRU into the neighborhoods.

- Lots of concerns about displacement and higher housing prices, both by CWRU and Cleveland Clinic. Some areas mentioned were Hessler, the streets near the Health Education Campus, East Cleveland, and the Mandel Center, which used to be a community garden.
- "We believe that there are plans for future housing and economic development in this area that are not being shared with the community."
- "Hessler is lucky that they are a white community, because if we were a black community, we would be wiped out.
- "They build the nice housing for the people who are gentrifying the community, not for the people who need to stay there."
- "Concerned that East Cleveland could be like Harlem."
- "As far as CWRU's involvement, be careful what you wish for."

3 tables discussed **inclusion on campus**, mostly about the scholarship program and whether or not people would feel included.

- "May be more diversity on campus but will these populations actually feel supported?"

2 tables discussed concerns about **CWRU employee mistreatment.**

- Concerns about mistreating African American employees and hesitancy to hire international students for research.

2 tables discussed **concerns about the NAC**.

- "We see NAC as a public relations group that has no real input into university policy."
- "We have no idea who or what the NAC does."

2 tables raised **concerns about student neighbors**.

- "They live next to community members but do not show them respect… students are missing out on knowing people, restaurants, and places, etc., outside of the immediate CWRU area."
- Mentions student parties in Glenville and residents being annoyed.

Other tables raised a variety of community concerns. These issues are not directly related to CWRU, but these concerns could be opportunities for partnership for CWRU researchers or other relevant parts of the university.

6 tables discussed **housing concerns**.

- "Affordable housing is scarce."

5 tables discussed **community exclusion**.

- "Meeting spot to get together and interact is non-existent."
- "Shop owners are hurt when construction projects take a long time."
- Communities feel left out of Heritage Fest in Wade Park.

4 tables discussed **health concerns**.

- "Cleveland has the highest infant mortality rate in the country."
- Young people are not caring about their health.
- "Too much death in nearby neighborhoods."

3 tables discussed **technology concerns** and the digital divide.

2 tables discussed **K-12 education concerns**.

Question 3

Pretend it's the year 2033. CWRU is a great neighbor to your community and is making a difference in the areas of education, health, and economic development in your neighborhood. What is CWRU doing that is new and different? What are community members doing that is new and different?

CASE WESTERN RESERVE
UNIVERSITY

Visions for Education

16 tables discussed **CWRU students as a community asset**. These include students giving back to the community while they are in school and also the idea that the community is investing in CWRU students so they can remain in Cleveland once they graduate.

- "Not just developing a student but also the workforce."
- "More student involvement, like with Know Your Neighbors."
- Many tables mentioned having CWRU students go back to neighborhood schools to tutor.
- "Graduates here giving back to the community."
- "Continue to give CWRU students opportunities to learn from community-based projects."
- "Community members should ideally feel a connection to individual students at CWRU."
- "Would like students to support CWRU employees" in relation to the mistreatment of CWRU employees.
- "Students should travel through the city. They are too stuck on campus."
- "The scholars will stay in the region and get jobs, have families, etc., and be ambassadors for the community. People who graduated from CWRU being involved by coming back to influence change."
- "Creating graduates who have a mindset around community development."
- Idea of using the different schools of CWRU (ex. Law School teaches tax law, Medical School students getting credit for Big Brothers/Big Sisters mentoring in neighborhood schools.)

15 tables shared visions of **inclusive education at CWRU**, including a range of people (community members, students from different neighborhoods, international students), and a feeling on campus that this is a space for community members too.

- "Student demographics reflect those neighborhoods, and they feel supported as students."
- "Offer opportunities for community to grow and partner with CWRU."
- "Expand the free tuition for more neighborhoods and know that it's for all students who want to go to college."
- "Our communities are so separate… Growing up it was strange to see someone like me (Black) graduating from here."
- Generally wanted more community participation in classes, mentioned the Classrooms Without Walls initiative at the Mandel School.
- "The pace of academia for students, faculty, and staff is fast… there is a way for CWRU to quickly partner, but we need to slow down and engage meaningfully to make change."
- "Maybe they need to expand the classes so that the community can take them… maybe have some classes for only community members."
- "Blocks separating CWRU and the community are removed or not noticeable."

CASE WESTERN RESERVE
UNIVERSITY

- Mentions specific suggestions/ group concerns:
  - "Could they do tele-conferencing with classes and have multiple age groups and have people interacting in a positive manner?"
  - Conversation about gender inequality in the past.
  - Childcare needs to make campus inclusive.
  - Diversity in Greek Life- "There are no African American fraternities on frat row."[1]
  - "Give scholarships to more young African Americans to study at CWRU."
  - More inclusion of international students and more financial opportunities/job opportunities.
  - 115th Street - Safe Ride does not go here, even though some students live here.

13 tables discussed the importance of **college and career preparation**.

- "College prep starting in elementary and middle school."
- "Preparation services (educational and vocational) before graduation to help students prepare to take advantage of what CWRU has to offer."
- Discussed summer programs, tutoring programs (especially in STEM), tours of campus, etc., to prepare students starting as early as pre-school.
- "Provost scholarship is extended to being a feeder program which starts as a gifted program around 3rd or 4th grade. It's a full family program to educate families around college process, academics, etc. to facilitate enrollment and retention."
- Mentorship for kids and support for parents with CWRU students helping in these programs as tutors or mentors.
- "High school students have mini dental and medical schools. The more you see outside of your everyday, the more you can plan for your future."
- "Participating on planning teams to contribute to K-12 education. This includes research programs, pilot programs, trainings, etc. A good number of CMSD students would matriculate to CWRU and are successful."
- "High school on campus that focuses on health and engineering."

11 tables discussed **affordable education.**

- "Continue scholarship program, excited to see how that would develop in the future."
- "CWRU will exceptionally support students with a full-ride scholarship, resulting in a significant number of students who actually graduate."
- "Community members are employed at CWRU and have education benefits (can get a degree for no cost)."

---

[1] The following statement is included on CWRU's listings of official fraternities and sororities: "The National Pan-Hellenic Council is a collaborative organization of nine historically African American, international Greek lettered fraternities and sororities. These are city wide chapters that any eligible student attending a University in the Cleveland area can join."

CASE WESTERN RESERVE
UNIVERSITY

- "Continue the Cleveland Scholars Program but share results (data on admissions, graduation, and student experiences in the program)."
- "More inclusiveness to international students beyond scholarships (by including them in residency programs, fellowships, and job opportunities)."
- Expand the free tuition for more neighborhoods.
- "Lower tuition and build supporting infrastructure in the schools."

9 tables discussed **ways that community members can contribute to education at CWRU**.

- "Get community leaders to help create opportunities for the scholars to want to stay."
- "Freshmen orientation includes members of East Cleveland and Glenville and surrounding community that introduces communities and their assets."
- "Residents get connected to students to support incoming students."
- "Community residents are frequent participants in CWRU classes."

9 tables discussed the importance of **Cleveland's history, including redlining** and other forms of discrimination.

- "Have a CWRU orientation for all students that includes the history of Cleveland, good, bad, and ugly, including redlining, schools, the gap in economic levels, and racist opportunities. This would help explain the dynamics of the city."
- "Students should travel through the city. They're too stuck on campus. Even taking public transit around and getting to experience more of the communities."
- "Keep providing opportunities for CWRU students to get involved beyond campus borders to dismantle stereotypes."
- "CWRU is dealing with the racial inequalities and addressing the educational economic issues. Hopefully less disconnect between CWRU and the community at large."
- "More trauma-informed/culturally sensitive education for other graduate schools besides the Mandel School."

9 tables discussed **continuing education** for seniors and adults.

- "Classroom without Walls, where community members can participate and, in the future, they can take a test to earn an MSW, having community members taking classes along with students. This is being pioneered in the Mandel School and we are making the community aware through flyers."
- "More money put into Siegal Lifelong Learning to make courses more accessible to all."
- "CWRU will connect with neighborhood parents to support their students' education. Support the parents. Offer educational opportunities to the parents."
- "Expand Upward Bound and connections with area high schools to get students ready to succeed in the Cleveland Scholars Program. Expand lifelong learning opportunities."

- "Bridge programs for advanced degrees for CMSD students and their parents."
- "If there are things available for seniors, I'd like to know. We just stumbled on the Sears think[box]."
- "Work study jobs for high school dropouts."
- "Summer camp option for staff, faculty, and community that tap into CWRU resources."
- "Provide educational job training for CMSD and their parents."

8 tables discussed the importance of providing **support for student success** at CWRU.

- "Full ride scholarship is great, but there's a lot involved, more than just getting accepted, would like to see CWRU involvement beginning at the elementary school level, so these students can do more than survive at CWRU but thrive. Embrace and institutionalize."
- "Affordable housing for at-risk students."
- "Gender equity. The medical school took so long to get more women. We need to have more conversations about how successful women are when they do so much even outside of academic success."
- "Putting in a daycare center! This was a problem 40 years ago. Somebody used to say that if there were more female professors maybe they would've done it by now."
- "Preparation services (educational and vocational) before graduation to help prepare to take advantage of what CWRU has to offer. Then offer support after admission to assimilate Cleveland Scholars who have different backgrounds."

7 tables discussed opportunities for **partnerships to promote education** between CWRU and the community.

- "Continue to blast about scholarship program for CMSD and East Cleveland Students."
- "Work is being done to recruit more students to take advantage of the scholarship program."
- "See more youth teaching in the neighborhood they grow up [in]."
- Mentorship
- "Partnerships between professionals in the community of an older generation to teach students who can use values that they learned to design ideal new community with no gaps."
- "I am not a fan of reinventing the wheel and I appreciate that CWRU is engaging the community, but I am wondering what the Community College is doing to engage with the community and can CWRU learn from that? There are several universities near here, so which partnerships exist to make for a more collaborative environment on these issues."

Visions for Health

12 tables discussed visions around **health inclusivity**, both related to CWRU and the community more broadly.

- "Easier access to CWRU public health and medical expertise. Community programming, prevention, and education within neighborhoods"
- "More opportunities for [addressing] health disparities."
- "Developing health solutions for neighborhood communities that build capacity (relevant place-based experiential learning)."
- "Reaching out to marginalized communities (deaf, blind, etc.)"
- "CWRU is a health care leader in East Cleveland."
- "CWRU could take a leadership role in health care in the community and making connections."

12 tables discussed the need for **more health resources in the community**. They mentioned the following.

- Center at Sears Think[box] to develop "disability assistive technology or devices like prosthetics."
- Access to the gyms.
- Community health fairs.
- Residents can reserve rooms at the Health Education Campus.
- Access to parks and public spaces on campus.
- "Health and wellness for the students on campus and commuters. Opportunities for students, staff, and residents to be 'well.'"
- More medical students going out into the community.
- More medical and dental care is needed.
- Neighborhood clinics at University Hospitals.
- "Giving health for all people whether they can afford it or not. Free immunizations."
- Health screenings at the Cleveland Clinic.
- Mental health facilities for the unhoused or mental health services in general after the pandemic.
- Food banks.
- Mobile healthcare, mobile units, and transportation support, mobile units that provide prenatal care and care of the mother because there are infant mortality issues, figuring out the best practices to address infant and maternal mortality rates, implicit medical bias improvements, address that in training, use of doulas, supporting preventative healthcare."
- "Promote mental health in the community, provide health and resources with troubled children and teenagers who lose their parents/live in abusive families, and provide homeless shelters."

11 tables discussed visions for CWRU to promote **health education**.

- Nutrition and healthy cooking classes at the community engagement building
- "Focusing on research that is more translational and has more bench-to-bedside application."

- "Case can be progressive in welcoming doulas into the medical setting and medical schools who can offer advice on their pregnancy success in African American communities, can make more formal training and education that the doulas offer."
- "Increased visibility of law clinics, dental clinics, social work students in community settings in East Cleveland schools and neighborhoods."
- "Case facilitated partnerships with hospitals to promote education for the scholars program."
- "More programming that promotes healthy living. Invest in food supply chain to avoid food deserts."
- "Teach local students CPR trainings and related certifications with CWRU nursing resident students and faculty."

9 tables discussed opportunities for **health partnership** between CWRU and the community.

- "Look at social determinants of health like lead exposure, food deserts, water quality."
- "Reduce death of chronic disease among residents of nearby neighborhoods. There is too much death in nearby neighborhoods."
- "Expand community gardens."
- "Community outdoor fitness parks."
- "Cooking classes discussing healthy food options."
- The importance of access to clean drinking water and self-care.

Visions for Economic Development

15 tables shared visions around CWRU **investing in the community**.

- "Leveraging research expertise to create more jobs."
- "Use 'minority' vendors and entrepreneurs. CWRU should use Cleveland-based vendors for at least 75% of their services and help community members start businesses free of charge and have venture capital or other funding sources to help with community businesses."
- "Compensating community members for their contributions to the university."
- "I want to see more minorities on their building projects."
- "Stronger employee readiness and preparation and recruitment from local neighborhoods for staffing."
- "Free childcare for faculty and community kids."
- Entrepreneurship labs.
- "How can we keep some of the wealth within the community? How could we leverage schools like Weatherhead for innovation, especially where there is a lack of business?"
- "CWRU has a unique opportunity to become a development partner with East Cleveland so that CWRU's footprint extends into East Cleveland."
- Investment in affordable housing, especially for students.

- "Subsidized housing for existing community and future residents/incentives to stay in the community."
- Assisting with internet and building community centers, parks, etc.
- "CWRU Staff be intentional about helping buy houses around the school. This will help students, especially graduate students, live among community members. This will help encourage young children to educate themselves."

11 tables discussed **economic partnerships** between CWRU and the community.

- "More minority businesses partner with CWRU."
- "Job fair in the neighborhoods."
- "Purchase from small businesses."
- "Economic development initiatives are being developed with community members."
- "We will have a Carnegie Classification [for Community Engagement] because we actually do enough work to earn the credential."
- "Stronger dialogue for local community/businesses to interact with CWRU."
- "Productive use of vacant land and buildings."
- "Students are pairing in a buddy mentoring situation with new product ideas that need a market. East Cleveland is small and easily accessible and store fronts can feature every sort of innovation ideas for community and schools."
- "University Circle apartments aren't just students and East Cleveland Apartments have students."
- "East Cleveland Residents have a business advisory board that meets regularly with CWRU business students and faculty."
- "Need for more "green spaces" and parks."
- "Investment into libraries and schools in East Cleveland and learning institutions that we already understand how to do."
- "Make grants available for homeowners who are already here for repairs on property."

8 tables shared visions around **community-driven economic development**.

- "Empower community members to have a desire to make their neighborhood inviting- create spaces with retail on the bottom and apartments on top."
- "Community allowed to beautify the area through arts, upkeep, and expression."
- Several tables discussed affordable housing. "Helping East Cleveland remain the Black cultural hub that it is with affordable housing."
- Others mentioned the need for resources in the community, like grocery stores and banks.

7 tables discussed **business and financial education.**

- "Stronger employment readiness and preparation and recruitment from local neighborhoods for staffing."
- "Small business seminars and engaging with small businesses in the community."

- "A partnership with the law school through law clinics to give advice about how tax law and other business endeavors can run."
- "Provide financial literacy to all of the residents and make it accessible to East Cleveland residents."
- "A class on how to invest."
- "Homeowner education encouraged."

7 tables discussed the importance of **avoiding displacement** of residents when or if CWRU looks to expand its footprint.

- "CWRU shouldn't expand too much to displace people. Honor the land and the use of the land from before us. Don't override the current culture; integrate it. Blend the culture of the community with the school. Don't let the school take over the community. People with the greatest stake in the game have the smallest voice."
- "The university does not expand at the expense of displacing the community. For example Cleveland Clinic and University Hospitals expansions came at the cost of displacing local communities. The university can take lead of how we develop communities but not at the total cost of displacement. There is a way to blend."
- "Development is resident informed and new developments are mixed income."
- "CWRU has been partnering with local government and organizations to uproot and reverse redlining. They have also been working with financial institutions and government committees to implement fair taxes on the wealthiest Americans that adequately funnel to these previously redlined neighborhoods."
- "Neighborhoods need help with housing. CWRU is supporting neighborhood development rather than consuming or taking over housing that has fallen on hard times like East Cleveland."
- "Strategic plan for supporting housing and stabilizing neighborhoods."

General Visions Shared

11 tables discussed **community engagement** more generally.

- It's vital to Institutionalize these changes so they do not go away as administrations change.
- "Community members are getting more involved, speaking out, showing up."
- "Places to talk are being used and information is being given and received."
- "Community members attend university events."
- "Better communication for neighborhood events."
- "Small grassroots organizations are doing work that is meaningful."

9 tables discussed wanting to see **CWRU engaged in the community**.

- "Wants to see the CWRU people actually in the community, in the classrooms, on the streets. Make real connections with the people in the neighborhoods so it's more intimate and people are familiar with the CWRU."
- "Walk the talk"

CASE WESTERN RESERVE
UNIVERSITY

- "More faculty doing community-engaged work and more faculty besides admin caring about community."
- "I would like to see CWRU go into neighborhoods and make them feel comfortable and helped to participate in their programs."
- "University attends community events."
- "Blocks (street blocks) separating the community and CWRU are removed and not noticeable."
- "Offer services in the community that can keep people engaged keep branching out."

7 tables discussed visions for **improving the relationship** between the community and CWRU.

- "We need to learn to speak their language like they're learning how to speak our language."
- "Sense of trust and belonging between CWRU and community."
- "Stigma of CWRU is non-existent within the community."

6 tables discussed potential community **programs and resources**.

- Public art and murals are kept intact and maintained.
- "Community center with classes for housing assistance and parental assistance."
- Mentions ways to connect, like neighborhood watch.
- Food pantry for pets, food/commercial products.
- "Accurate and engaging surveys by lighting companies."

4 tables discussed the **accessibility of CWRU resources**.

- "Sears think[box] is more accessible and parking lot 7 is open to community to park."
- "Wade Park Community Engagement Center is open and thriving."
- "No charge to community members to use spaces and resources on campus."
- "I live on Hessler where the majority of residents are students. I would like to see the university be more inviting to the community for use of the courtyard at the Mandel Center for Community Studies. It could serve as an important "commons" space for residents (students and old-timers) to do yoga, etc."
- "Activities and recreational things for students and community members are made accessible and are bountiful."
- "Transportation is being provided for the community near the school."

4 tables discussed the importance of **building bridges** between CWRU and the community.

- "There should be no more disconnect between CWRU and members of the community."
- "More community involvement, townhall meetings, and advisory committees."
- "More natural feel between borders of community."
- "Blended community. If we could see a blurring of divides between Glenville, East Cleveland, University Circle. It benefits everything it touches."

CASE WESTERN RESERVE
UNIVERSITY

- "Better communities. Right now, you'd have to work on changing the mindset. How long would it take to change our mindset? I see higher education in the communities, learning how to respect others and the neighborhood they live in."
- Part of 100 Black Men youth organization, we should connect them to this group. How do we get the young people?

1-2 tables also discussed the following other topics:

- Better internet and telephone services
- Self-defense classes for the youth
- "Lack of gun violence, especially with kids. "Need to carry a gun for protection" is removed."
- More cutting-edge technology is made available.

Question 4

Is there anything you've heard at the table today that really excites or surprises you? How could you see yourself getting involved in the future?

Excitement about the Community Dinner and the energy from CWRU and the community to work together.
- "Tonight was so invigorating! We are on the cusp of a big change!"
- Excited that this community dinner sparked needed conversation.
- It's exciting to think about institutionalizing these programs.
- Wade Park Community Engagement Center.
- "I'm super excited by the community engagement center.
- Community involvement means that CWRU wants to see improvement in the community and is willing to work with others to make that happen.
- Was surprised people were invited to a dinner at CWRU.
- Surprised that you never know what's happening around here since there is a lot of activity.
- These individuals are very willing to work with the university and make progress.
- Excited to see us all work together, but wants to see something done, as there is great discussion, but there also needs to be action.
- People from nearby neighborhoods being here and are interested in improving community relations.
- Commitment involves taking time to come together and support a cause or effort.
- There's so much work that other people are doing, and it's nice to hear about the work that others are involved in.
- Programs to involve the community or school.
- Instituted a new division that sounds like it's the beginning of making things better.
- Create an office that houses all these k-12 programs rather than doing these programs in isolation.

Learned about CWRU Resources

- Tuition, room, and board program, first time CWRU is giving scholarships to students around CWRU.
- Community Card.
- Creative engagement and opportunities for stronger collaboration.
- Know Your Neighbors student group!
- Sears Think[box]
- National Youth Sports Program is building a new legacy for youth.
- CWRU farm in Chagrin Falls.

Disparities

- "Everything starts from education as the only person from East Cleveland who attends CWRU. Education is targeted towards younger students."
- "It was surprising to hear about the disparities for funding for international students.

CASE WESTERN RESERVE
UNIVERSITY

Question 5

The NAC is committed to serving as a liaison between the community and CWRU. What is the best way for the NAC to communicate with you about the work they are doing? What is the best way for you to communicate your ideas and concerns with the NAC? In general, how do you want to learn about opportunities at CWRU?

Rankings of preferred methods of communication from notetaker documents show:

NAC to Community	Community to NAC	Learn about Opportunities at CWRU
Email (28)	Email (21)	Email (21)
Newsletters (14)	Meetings***** (19)	Text (6)
Meetings***** (9)	NAC representatives (7)	Social media (6)
Text (7)	Events (6)	Newsletters (6)
Mailings (5)	Surveys (6)	Events/forums (5)
Flyers (5)	Social media (3)	Website (5)
In Community Spaces (5)	Web forum (2)	Flyers (4)
Social media (4)	Text (2)	Snail mail (3)
From NAC Reps (3)	Phone call (2)	In Community Spaces (3)
QR codes (3)	Project (1)	Meetings***** (3)
Phone call (3)	Website (1)	Radio (2)
At Community events (2)	Discussion Boards (1)	Phone call (1)
Website (2)	"CWRU Channels" (1)	TV (1)
Radio (2)		NAC Liaison (1)
Annual report (1)		Parent Network (1)
Online ads (1)		Mentors (1)
Newspaper (1)		At Community Events (1)
Commercials (1)		
Door to door (1)		
YouTube (1)		

* Meetings include discussion of meetings, townhalls, community forums, board meetings, or sending representatives to NAC meetings.

Open Questions Raised During the Community Dinner

Questions about things that were shared or discussed at the Community Dinner

Support for Cleveland and East Cleveland students who attend CWRU with the new scholarship:

- What are the concrete plans for making sure that students can take advantage of what the school has to offer?
- In response to the scholarship program: great that they are here, but are there any that are going to stay here? Usually, students will be successful in the first year and second year they start dying out because of lack of funds and grades. "You got them here. How are you going to keep them here for four years?" It's not because they are not intelligent enough. Something happened. Additional support to give students?
- You get them here. So what supports are you going to put in place to maintain them here?
- Can we provide opportunities for Cleveland students to shadow a profession?
- Do the CMSD students tour CWRU? They should. What is being done for the neighborhood who are not college bound?
- But this is ongoing work, it's important that we have robust scholarships for Cleveland/East Cleveland students, but this is a hard school to get into, and a lot of things can get in the way of that, so what can CWRU do?
- What's the plan to help students to get there?

Access to CWRU and its Resources:

- We are a "resource-rich area" in some ways, but how can we get these resources to the right people who need them?
- How do we create access on an ongoing basis?
- How can we make processes/applicants easier for resource access?
- If we have all these things going on, how can we get to them easily and attain the services here?

Community Card:

- Now that you have a card, do you as a community member feel welcomed on campus?
- Is campus accessible to everyone? If so, do people feel welcomed and included if they visit?
- How can we provide authorized users with real-time access to current business information, including Case Community Cards?

Measuring Impact:

- Feels CWRU is always doing new and different things, but since there is always something new – how can we measure this collective impact?
- What's the extent of reach of CWRU programs?

CASE WESTERN RESERVE
UNIVERSITY

Reaching Youth:

- How do we reach younger people about their health? They don't see the importance and how we help them understand the importance of their health.
- How can we get this to the grass roots level? How do we get the next generation here?

Follow Through and Momentum:

- Important for there to be action. What is the check for if it's actually being done? Does there need to be another get-together?
- How to keep the momentum going, how to keep this going, institutionalize this, should be an annual event.

Infants and Toddlers:

- Cleveland has the highest infant mortality rates in the country. How can CWRU contribute to mitigating this issue? How is the College affecting change in the community in healthcare.
- When thinking about college entrance, how can we support community members and start early? What can we do for 0–5-year-olds? Pregnant women?
- What provisions does CWRU have in place to support scholars, pregnant individuals, and children from 0 to 5 years of age in accessing books, nutritious food, recreational facilities, and student housing for both undergraduate and graduate students?

Other Questions:

- Is the community coming to CWRU or CWRU going to the community?
- Is there someone we can call at 3am with a great idea?
- How can we instill in them to bring back the message back to their community that CWRU is open to them?
- Are there things that CWRU can do that do not benefit them directly? How can CWRU expand its scholars, pre-college program?
- What can be done to foster a sense of belonging for all visitors?"
- Many students leave CWRU and the Cleveland community in the process… other than the Social Work school, who else does the community outreach and development at CWRU?
- How can we make this better for everybody?
- What steps are in place to help the community members who were there before the changes started?

Questions about the NAC

- We have had a representative from our neighborhood apply to be on the NAC. Her application was declined. Why?

Questions from CWRU students

- I'm a student; it's very easy to learn things. How will it be integrated into the community?
- From a student perspective, what can I do to put something on my resume?

Questions about broader community issues

- Program to rehabilitate the bridge? Never really happened.
- I am seeing more folks who didn't live here, and will this be a problem as housing becomes more expensive in the area?
- Lots of people were displaced. We need to embrace people of all types, what are they going to do to entice people back?
- For a neighborhood to survive, we must have various socioeconomic statuses, races, educational statuses, and ages. What are you going to offer community members?
- CWRU was the ivory tower. When I moved here everyone lived in Shaker Heights, and redlining maligned the community. Why has development been so delayed in this area?
- What can we do as a community to bring the future and the youth in here?

Questions about other University Circle institutions

- How much will Cleveland Clinic be moving up? And the question is when people are displaced, what is the trauma caused by this displacement? When people are displaced, are they getting a fair value for their homes and property, and beyond that, are they being helped to find good places to reside?
- Why are more of the city in the area, like Cleveland Institute of Art and other organizations not being involved in the community?
- How would you compare Cleveland Clinic vs CWRU as a community member?

Shared Remarks and Call to Action

Shared Remarks

Following the facilitated discussions, the NAC Co-chairs invited participants to share their thoughts with the larger group in a short "open mic" style discussion. Several participants, including facilitators and student volunteers, shared insights from their tables and the event. Many of the remarks mirrored the data found in the notes from the facilitated discussions, including:

- Gratitude for the opportunity to connect.
- Excitement about available resources.
- Concerns about getting information to the community.
- Barriers to getting involved.
- A desire for continuing education and resources for students before college.
- The importance of university AND community participation in future initiatives.
- Appreciation that students were involved in this event and a desire to hear more from students, specifically high school students, in the future.

Call to Action: Trevelle Harp

The University and Community alike have a responsibility to work to build a stronger community. We owe it to those we love, our youth, and our families. Investing in the ability for Access, Opportunity, and the Pursuit of Happiness is what we are fighting for. We want to remove every barrier that prevents us from utilizing the tools and resources right here in our backyard so that we can all have a better life. Take the information about the resources CWRU has to your community. Get a CWRU Community Card. Look out for more events from the NAC!

Questions Asked at the Dinner and Answers from CWRU

Q: **How many users currently have access to Community Cards**?"

- Before December 2023, **Ward 6, 7, 9, and East Cleveland residents** could apply for and receive a CWRU Community Card. Access was recently expanded to include **Wards 4, 5, 8, and 10.** Enrollment in the CWRU Community Card program is currently around **300 individuals** and growing daily.

Q: Does the NAC have a way to announce events to the community?

- We have a **monthly newsletter** that the Office of Local Government and Community Relations (LGCR) sends out to an email list (sign up to opt-in). People may sign up by going to the LGCR website (LGCR sponsors the NAC and shares events that members share with us as well). This newsletter also provides more in-depth pieces about what the office does and how we work with our partners.
- The LGCR website has a **newsfeed** on our landing page that lists upcoming events (and links to more) that are open to the greater CWRU community and the general public.
- LGCR has **3 active social media platforms** (Instagram, LinkedIn, & Facebook), which frequently post and repost CWRU and other community events of local interest.
- LGCR and NAC have started distributing **flyers and postcards** throughout the community with information on how to find out about & access events.
- Representatives from **NAC and LGCR regularly attend Community Development Corporation, Neighborhood, Church, Special Interest, etc. events and meetings to announce events** as well as listen to ideas from the community about what potential offerings would be useful, interesting, and appreciated.
- Currently in development or being considered:
  - Expanding printed material outreach.
  - A weekly email of upcoming events to newsletter & Community Card holders.
  - A weekly text to Community Card members who have opted to receive texts about upcoming events (others without the Card can potentially opt in also).
  - Collaborating with University Circle Inc. on the use of additional electronic signage around the University Circle area to promote public opportunities at CWRU more widely and visually.
  - More exposure on more local media platforms (e.g. tv/radio news programs).
  - Coordinating more closely with our University Marketing & Communications team to streamline and improve our university-wide approach to this.
  - Most importantly: reviewing feedback and suggestions from our neighbors who can advise our efforts in this area.

CASE WESTERN RESERVE
UNIVERSITY

Q: How do people find out about stuff like this? It's always last minute and "we need people." How are these things being advertised? How long are they being advertised?

- Currently, LGCR and NAC are aware that current efforts are insufficient in informing our neighbors about what we offer (see above).

Q: Do the black fraternities or sororities have their own buildings on campus?

- No. With national fraternities and sororities, real estate decisions are made by the national organization, not the local chapter, nor CWRU.

Q: The President didn't mention changing the entrance on MLK - is this still happening? My understanding is that they're going to open up that entrance and make it more inviting when they take Yost down."

- The Interdisciplinary Science and Engineering Building (ISEB) is a $300 million project that is **expected to be completed in 2026**. The 189,000-square-foot research building will be erected on the current site of Yost Hall. The new building will open out facing Martin Luther King, Jr. Blvd., thus opening access to the Case Quad from MLK Blvd. This hopefully will encourage the community to walk through the space. You can learn more about the ISEB here.

Q: How many small businesses have been approached to work with Case Western?

- The exact number of small businesses the university works with is not readily available; however, **CWRU works with many small, locally owned businesses**. We also host an **annual vendor fair** where we invite small businesses to campus to display their company to grow their business with us.

Q: Is this program trying to reach the CMSD neighborhood (inner-city students)?

- The NAC itself is not situated to do outreach with our local schools specifically, but LGCR has recently hired an Executive Director of Pre-Collegiate Programs (Angela Cain) who is heading up the management of 5 of our most popular K-12 programs that serve CMSD and ECCSD among others.
- CWRU has over **200 programs hosted throughout the university** that serve, engage, and benefit school-aged neighbors. A **comprehensive database** of these and other engagement activities is being created now in a searchable database that the public can access at any time for free. It's a massive undertaking, but we expect it to help CWRU internally and externally in appreciating the full breadth of our community partnerships. CWRU has also welcomed several local K-12 class groups to tour the campus, meet students, faculty, and staff, attend lectures and events, and connect with our undergraduate admissions office.

Q: "Found it interesting; what happened before President Kaler took office?" "Was there anybody in charge of community engagement before?"

- **Many outreach and publicly available programs have existed for decades**—since the founding of the university, even. However, many of the programs offered operated independently and were administered or promoted exclusively by the school or group itself. Many also experienced the same challenges we currently face with outreach capacity challenges and lack of effective communication.
- Since 2003, there have been **several different iterations of "community relations" or "outreach & partnerships"**- type positions over the years at CWRU.

Q: "How often are these types of things [Community Dinners] happening?"

- The NAC is planning to host community gatherings like this **once or twice a year**. The NAC is also considering other formats for connecting and engaging with interested community members through focus groups, the recommended "learning circles" from this report, and other formats that are conducive to larger university-community relations.

Q: How do we contact CWRU or the NAC?

- The Office of Local Government and Community Relations is reachable by email: communityrelations@case.edu; phone: Julian – (216) 368-2331 or Kate (216) 368-1723; or by stopping by our office in Adelbert Hall (2040 Adelbert Rd., Ste. 329). There are also specific interest and feedback forms on our website. The NAC has a subpage there as well, and a listing of our current representatives are posted. The NAC, in general, may be reached via LGCR as well.

Q: How do you become involved with the NAC?

- The NAC has a subpage that explains the nature and purpose of the group. An application to become a member is also found on this page or by this link.

Q: "Will CWRU stand up to the types of pressure coming from the Supreme Court" regarding decisions that impact education (affirmative action, etc.)?

- Absolutely. Our larger office (Government Relations) includes liaising and lobbying with all levels of our government, and we advocate strongly for the best interests of higher education in general and the individuals we serve.

Survey Results

In addition to the detailed notes taken during the table conversations, all participants were given an anonymous survey about the event and asked to complete it. 70 participants chose to complete the survey.

Quantitative Questions

Questions 2-5 asked participants to rate each statement, a) Agree b) No opinion c) Disagree

Statement	Agree	No Opinion	Disagree
Because of this experience, I have a better understanding of the resources available to community members through CWRU. (66 total responses)	61 (92%)	4 (6%)	1 (2%)
I feel that this dinner allowed me to interact with university representatives in a meaningful way. (67 total responses)	59 (88%)	6 (9%)	2 (3%)
I was given enough time to share my thoughts about CWRU's community initiatives. (67 total responses)	55 (82%)	7 (10%)	5 (7%)
I would be interested in attending another community event with CWRU and the NAC in the future. (68 total responses)	67 (99%)	0 (0%)	1 (1%)

Questions 11-12 were yes or no questions.

Question	Yes	No
Would you be interested in coming back to CWRU for a campus tour? (53 total responses)	43 (81%)	10 (19%)
May we contact you to hear more about your perspectives regarding this dinner and CWRU's community initiatives? (51 total responses)	49 (96%)	(4%)

Open-Ended Questions

These responses were read and analyzed to identify common themes across multiple responses, which are reported for each question below, along with the number of respondents who reported that theme. Some statements fit multiple themes, and some participants didn't answer every question. Therefore, numbers may add up to more or less than 70 for any given question. A few quotes have also been shared that make important points about the event that were not included in the notes from the table conversations.

Question 1: What prompted you to attend the event tonight?
- I was invited – 29
- To learn more information – 16
- Develop relationships – 12
- Curiosity – 9
- Hope for the future – 6
- Other - 3

Question 3: Please describe your response to the statement "I feel that this dinner allowed me to interact with university representatives in a meaningful way."

- Having ideas/concerns heard – 7
- Learn about CWRU programs & resources – 5
- CWRU-Community connections – 5
- Connecting with CWRU – 4
- "The university representatives made presentations but did not hear our concerns."
- "Not so much university reps as NAC reps"

Question 6: From your perspective, how could the NAC and CWRU better support your community?

- Communication – 19
  - "Better communication with the community"
  - "Become more visible"
- Resources & programs – 18
  - "Make information available. Put a community tab on the website. How can I find out what the community is offered and I don't know what to look for?"
- Outreach – 16
- Facilitating CWRU & Community Collaboration – 10
- Host events in the community – 9
- Take action – 6
- Partner with youth-serving programs and organizations – 5
- Involve CWRU students – 2
- Continue this conversation – 2

Question 7: How can we improve this event next time?

- No changes – 13
- Suggestions to improve event logistics – 9
- More discussion time – 6
- More advertising – 5
- Do this again – 5
- Involve more CWRU students – 3
- More dessert – 2
- Have more smaller events like this in neighborhoods – 2
- Involve more youth – 2

Question 8: In the future, what kind of community events would you like to see from CWRU and NAC?

- Events hosted in communities – 12
- Dialogue events – 10
- Food and fun community events – 10
- More connection with CWRU students – 6
- More communication about events – 6
- Involve more youth – 4
- Family-oriented events – 3
- Volunteer opportunities – 2

Question 9: Is there anything that we did not talk about at this dinner that you think should have been included?

- No, we covered everything I wanted to talk about – 14
- Ways CWRU has harmed the community – 8
- How to involve more CWRU students in the community – 6
- More info about CWRU resources – 5
- More youth involvement – 2

Question 10: How would you like to contribute to improving the relationship between CWRU and your community?

- Share more info with my community – 10
- Be more active in my community – 9
- Volunteer – 7
- Serve on the NAC – 4
- Keep this conversation going – 4
- Any way I can – 2
- Mentor youth – 2

About the CWRU Neighborhood Advisory Council

The Case Western Reserve University (CWRU) Neighborhood Advisory Council (NAC) serves as the community representative to University leadership and advises on relevant issues, programs and projects that significantly impact people in Cleveland and East Cleveland neighborhoods around campus. Originally conceived by the Welcoming Campus Working Group - a committed group of neighborhood residents, CWRU faculty and staff, and representatives of University Circle institutions, the NAC is a 20-member body composed of community members, students, and representatives from Case Western Reserve and local community organizations.

Current NAC Members

Community Representatives

- Sandra Brinson
- Darrell Fields
- Gwendolyn Garth
- Myra Golden
- Gwendolyn Graffenreed
- Vincent Holland
- Rita Knight-Gray
- Twila Norris
- Leon Stevenson
- Regennia Williams

Community Based Organization Representatives

- John Anoliefo – Famicos Foundation
- Trevelle Harp – Neighborhood Leadership Institute
- Elise Yablonsky – University Circle Inc.

CWRU Representatives

- Ainsley Buckner – Staff
- Amber Byrd – Student
- Julian Rogers – Ex-Officio
- Janice Eatman Williams – Staff

CASE WESTERN RESERVE
UNIVERSITY

About the Community Innovation Network

The [Community Innovation Network](#) began in 2016, to build a strong foundation for the connection between the everyday lives of individuals and the complex systems in civil society. We connect community building experts, nonprofit organizations, researchers, and people working on a grassroots level through strength-based approaches to community change. We see our work at the nexus of community development and community building best practices and authentic neighborhood engagement.

Today, we are a growing network of passionate community builders working at the intersections of research and practice, people and organizations, and residents and institutions. We are at our best when gathering in diverse, welcoming, and energized spaces like this community dinner to bring our vision, mission, and core values to life.

Mark Chupp, MSW, PhD, is an associate professor at the Jack, Joseph and Morton Mandel School of Applied Social Sciences of Case Western Reserve University, where he chairs the Community Practice for Social Change concentration in the masters of social work program. He is also the founding director of the Community Innovation Network, a resource for communities and practitioners seeking strength-based approaches to community change. His work over the past 25 years has focused on appreciative inquiry, community building, community development, and inter-group conflict transformation.

JP Graulty, MA, is Program Manager of the Community Innovation Network at the Jack, Joseph and Morton Mandel School of Applied Social Sciences at Case Western Reserve University, where he has managed projects in Asset Based Community Development, Appreciative Inquiry, Community Network Organizing, Civic Engagement, University-Community Engagement, and Community Engaged Research. JP is a Case Western Reserve University alum, graduating with degrees in Economics and International Studies in 2010. He later went on to receive an MA in Pastoral Ministry from the University of Dayton in 2017.

Erika Kura is a digital marketing consultant, a dual degree Master of Public Health (MPH) and Master of Social Work (MSW) student at Case Western Reserve University, and a macro-practice social work intern at the Community Innovation Network. Her interests and experience include primordial and primary prevention, social and systems change work, digital marketing strategy and optimization, and policy analysis and advocacy.

Abigail Schultz is a graduate student research assistant at the Community Innovation Network, a dual MSW and MNO student, and a Leadership Fellow at the Jack, Joseph and Morton Mandel School of Applied Social Sciences, and is graduating in December of 2024. Abigail is a part of the Community Practice concentration in the MSW program and hopes to combine her passion for community building and network weaving with a love of the arts.

CASE WESTERN RESERVE
UNIVERSITY

About the Office of Local Government and Community Relations

The Office of Local Government and Community Relations serves as a liaison between Case Western Reserve University and the local governments and communities of Northeast Ohio. We collect and disseminate information about the university's collective value and instrumental role in the local community. Our office identifies, updates, and promotes the university's extensive inventory of community outreach programs and partnerships throughout the Greater Cleveland region. We facilitate all public inquiries seeking university partnerships and services, coordinate the university's response to local government and community issues, as well as assist other campus departments on issues of local concern.

Our vision is to be a "Good Neighbor" to our surrounding communities by deepening our presence in the neighborhoods, welcoming more neighbors to campus, connecting residents to CWRU resources, and providing CWRU faculty and staff opportunities to connect with resources and residents in the community. We will provide a significant impact to the community through the university's investment in improving the health, economic, and education outcomes in our surrounding priority neighborhoods.

Special Thanks to All Community Dinner Volunteers

Notetakers

- Mistura Akinwoye
- Morgan Ashley
- Damilola Grace Ayetan
- Juanita Banfro
- Elissa Bartlett
- Lidya Begashaw
- Ruth D'Emilia
- Chelsea Kodiaga
- Stephen Oduro Manu
- Nicole Cintron Ortiz
- Augustina Owusu
- Andrea Rubin
- Jimmy Salgado-Juarez
- Emily Southworth
- Valeria Stutz
- Luria Tapia
- Katie Taylor
- John Tetteh
- Colton Tex
- Lexie Wildermuth
- Sheila Yeli-Oni
- Yeyoung Yook
- Cheryl Zhang
- Ian Zonfa

Volunteer Table Facilitators

- Sasha Beckette Abdullah
- Karlissa Bady
- Joanne Blanchard
- Michelle Broome
- Wosner-Aiesha Harp
- Erin Johnson
- Jim McGuffin-Cawley
- Nedra Moore
- Darius Phillips
- Malik Seifulah
- Hank Smith
- Amber Dumas

NAC Table Facilitators

- John Anoliefo
- Sandra Brinson
- Darrel Fields
- Gwen Garth
- Myra Golden
- Gwen Graffenreed
- Rita Knight-Gray
- Vince Holland
- Twila Norris
- Leon Stevenson
- Regennia Williams
- Elise Yablonsky

Childcare Volunteers

- Mariam Eradze
- Elton Fernando
- Cassidy Hill
- Ava Keresztesy
- Yan Mi
- Rachel Smith
- Lisa Tan

Greeters

- Gabriella Alba
- Julie Peterson
- Jen Unzueta

Other Volunteers

- Larissa Bittencourt
- Angela Cain
- Elise Rolston
- Dina Rubin