

# Lane A. Glenn, Ph.D.

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## EDUCATION

**Michigan State University**, East Lansing, MI  
Doctor of Philosophy in Theatre, 1994, Phi Kappa Phi

**Oklahoma State University**, Stillwater, OK  
Master of Arts in Speech, May, 1991

**Northeastern State University**, Tahlequah, OK  
Bachelor of Arts in English and Speech/Theatre, 1989, Magna Cum Laude

**Rose State College**, Midwest City, OK  
Studied English and Speech/Theatre, 1985-87

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## ADMINISTRATIVE EXPERIENCE

### **President**

Northern Essex Community College, Haverhill and Lawrence, Massachusetts  
2011-Present

As Chief Executive Officer for NECC, New England's first federally designated Hispanic Serving Institution, I provide leadership of the college's two campuses, more than 7,000 students and nearly 1,000 faculty and staff, 60+ degree and certificate programs, approximately \$70 million annual budget, and a variety of community programs, services, and partnerships.

### Selected Accomplishments:

- Significant growth of comprehensive downtown campus in Lawrence, Massachusetts, including 50% enrollment increase, construction of \$27M Ibrahim El Hefni Health and Technology Center, donation of the Louise Haffner Fournier Education Center, \$7M renovation of John Dimitry Classroom Building, development of "The Hub" with Regis College and Cambridge College "Communiversities" partnerships and award-winning Revolving Test Kitchen.
- Founder of [The Lawrence Partnership](#), a private-public collaboration of business leaders, community leaders, elected officials devoted to economic development and improving the quality of life for residents of Lawrence, Massachusetts.
- Through innovative and culturally responsive recruitment and enrollment practices, grew Hispanic enrollment 6.5% during 2020-2021 and moved from the seventh largest community college in Massachusetts in 2019 to the sixth largest in 2022.
- Improved NECC "Cash and Investments Ranking" from 10<sup>th</sup> among the state's community colleges in 2019 to 7<sup>th</sup> in 2021.
- In 2016, NECC became the first community college in Massachusetts to offer Competency-Based Education (CBE) courses.
- Author of "[Running the Campus](#)" blog, widely read "stories on leadership, higher education, and going the extra mile" that are regularly published in regional and national newspapers, magazines, and online news sites.
- NECC two-time recipient of Boston Foundation's Deval Patrick Prize for Community Colleges for founding of Lawrence Partnership (2021) and

creation of *PIES Latinos de NECC* (2019) program for validating immigrant education credentials.

- Creation of second-largest police academy in Massachusetts, and first to be accepted into the National Active Bystander for Law Enforcement (ABLE) Training Program, designed to prepare police officers to successfully intervene to prevent harm and to create a law enforcement culture that supports peer intervention, leading to safer communities.
- Chair of Commissioner's Task Force on Police Education and Training (2016-2017), statewide group of higher education, law enforcement, government agency, and municipal stakeholders that examined national best practices and made recommendations for Massachusetts policy and legislative changes to improve police education, training, and performance.
- Chaired Massachusetts Community College Council of Presidents (2015-16) and Labor Council (2017-2020).
- Chair of Massachusetts Department of Higher Education Statewide Task Force on Student Learning Outcomes Assessment (2012-2022).
- Led the creation of the Northeast Leadership Development Institute, a collaboration among the Chair Academy, the fifteen Massachusetts Community Colleges, and other colleges and universities in New England to provide year-long professional development experiences to rising leaders.
- Developed \$5M Lupoli Family Hospitality and Culinary Arts Institute, opened at The Heights (2020) in downtown Haverhill, Massachusetts.
- In 2019, led a group of elected officials and community leaders, known as the "Merrimack River Valley Voyagers" on a four-day, 117-mile kayaking trip down the full length of the Merrimack River, from New Hampshire to the mouth of the Atlantic Ocean at Plum Island, Massachusetts, to bring attention to the river's central role in the ecology, economy, and recreational vitality of our region, and to generate support for state and federal legislation and funding to clean inland waterways in Massachusetts.
- Successful 10-year New England Commission of Higher Education (NECHE) reaccreditation (2022-2032).

### ***Vice President of Academic Affairs***

Northern Essex Community College, Haverhill and Lawrence, Massachusetts  
2006-2011

As the college's Chief Academic Officer, I was responsible for ensuring the educational effectiveness of all of the academic divisions of the college, including Foundational Studies and Liberal Arts & Sciences; Arts, Business, Communications, & Technology; Health Professions; Law, Education and Social Professions; Workforce Development and Community Education; the Library and Academic Resource Tutoring Center; Distance Education; and Academic Advising. I provided leadership in strategic and academic planning; developing and managing a majority of the college's budget; and recruiting, hiring and developing several hundred full- and part-time faculty and staff.

### ***Dean, Academic and Student Services***

Oakland Community College, Auburn Hills, Michigan  
2001-2006

As Dean of Academic and Student Services at OCC's Auburn Hills campus, I was responsible for collaborating with faculty and staff on curriculum development efforts and facilities planning, and managing the operational functions of a number of academic and student support departments and programs, including English, Mathematics, Humanities, Counseling, the Individualized Instruction Center, Adult Special Services/Disability Services, and English as a Second Language.

Additionally, I led or was involved with a number of college-wide initiatives related to out-of-the-classroom student development, diversity, equity, and inclusion projects, program and institutional outcomes assessment, technology planning, and staff and organizational development.

***Director, Learning Services***

Lansing Community College, Business & Community Institute (BCI)  
2000-2001

As the BCI's Director of Learning Services, I managed all of the instructional aspects of the entrepreneurial contracted training division at Lansing Community College, including instructional design, development and delivery for business and industry, and hiring and placing faculty. I was also responsible for the marketing activities of the division, the collegewide facilities rental operation, and the Capital Quality Initiative program.

***Director, Special Projects***

Lansing Community College, Business & Community Institute  
1999-2000

My primary duty as the Special Projects Director was project management of the college's \$4.2 million Michigan Technical Education Center (M-TEC) initiative. I supervised facility location, equipment procurement, curriculum development, contracted software development, and college partnerships with business and industry. The goal of this work was the launching of an open-entry / open-exit, modularized, competency-based technical training center, serving the needs of manufacturers along Michigan's I-96 corridor between Lansing and Detroit. Additionally, I served as a start-up director and college liaison to the Michigan Economic Development Corporation (MEDC) on a \$1.6 million Advanced Manufacturing Economic Development Job Training grant, which provided curriculum development opportunities to a consortium of Michigan community colleges.

***Coordinator, Stage Technology Program***

Lansing Community College  
1996-1999

Collaborating with government agencies and representatives of the professional entertainment industry in mid-Michigan, I created the Stage Technology Program and Michigan Stage Technician Apprenticeship Program (MSTAP) at Lansing Community College. MSTAP was the first of its kind in the country--a three-year U.S. Dept. of Labor registered apprenticeship, partnering with the International Alliance of Theatrical Stage Employees (IATSE), and training stage technicians to work in theatre, convention, sporting, and film venues. As Coordinator my duties included: meeting with area employers, including IATSE representatives, production companies, concert hall and touring house managers to arrange coursework and on-the-job training for apprentices; curriculum development; and creating approaches to establishing and marketing School-to-Work initiatives at the college level; developing recruitment strategies; grant writing; and serving as liaison to government agencies and interested groups outside of Michigan.

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**TEACHING  
EXPERIENCE**

***Lecturer***

Merrimack College, Community Engagement Program  
2017-Present

Teach a summer seminar in *University-Community Relations* for graduate students in Master of Education in Higher Education and Master of Education in Community Engagement programs.

**Lecturer**

University of Illinois, College of Education  
2005-2010

Taught online course in *Teacher Leadership* for K-12 faculty as part of the Masters in Teacher Leadership (MTL) program.

**Adjunct Professor of Theatre**

Oakland Community College  
2002-2006

Taught *Introduction to Theatre* course each semester in the Humanities Department.

**Professor of Theatre**

Lansing Community College  
1994-1999

Taught a variety of courses in Theatre and English, including *Theatre History*, *Dramatic Literature*, and *Introduction to Shakespeare*. Created online *Theatre History* course for LCC's Virtual College.

**Visiting Professor of Theatre**

Michigan State University  
1998

Taught *Theatre and Society in the West* in the Integrated Studies in the Arts & Humanities Department. Supervised four graduate assistants.

**Graduate Teaching Assistant**

Department of Theatre and  
Department of Integrative Studies in the Arts and Humanities  
Michigan State University  
1991-1994

Taught *Introduction to Theatre*, *Introduction to Comedy*, and *The United States and the World*.

**Graduate Teaching Assistant**

Department of Speech & Theatre, Oklahoma State University  
1989-1991

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**RELATED  
EXPERIENCE****Running the Campus Blog, Author****2016-**

Author of "[Running the Campus](#)," blog with widely read "stories on leadership, higher education, and going the extra mile" that are regularly published in regional and national newspapers, magazines, and online news sites.

**Company of Experts, Expert on Call****2004-**

Consultant and trainer for Company of Experts, providing consulting services to higher education, health, and public sector organizations in transformational leadership skills, strategic planning, and using positive visioning and communications tools, such as Appreciative Inquiry.

**Gale Research, Inc., Contributing Writer****1995-2004**

Contributing writer for Gale Research, Inc., publisher of [Contemporary Authors](#),

Drama for Students, Literature of Developing Nations for Students and other reference texts.

***Lansing City Limits Magazine, Contributing Editor***  
**1997-1999**

Contributing editor to *Lansing City Limits* magazine, covering issues in education and the arts, telecommunications, urban development, and science/medicine.

***Theatre Abroad Educational Travel Series***  
**1995-1998**

Created study abroad programs for students at Lansing Community College combining Theatre History with Art, Music, Philosophy, and other Humanities subjects. Programs visited Great Britain, Greece, Turkey, France, Austria and Italy.

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**MANAGEMENT  
DEVELOPMENT**

***Harvard Institute for Educational Management*** (2008)

Offered by the Harvard Graduate School of Education, the Institute for Educational Management is an intensive program for senior higher education leaders. Topics include fiscal and accountability challenges, fundraising, strategic planning, managing community and governmental relationships, shifting demographics, and shaping public policy.

***Future Leaders Institute*** (2005)

Sponsored by the American Association of Community Colleges, the Future Leaders Institute is designed to prepare college administrators for roles as presidents, chief academic officers and other senior leadership positions. Topics include legal issues in higher education, achieving equity and inclusiveness, mediation skills, and creating change and achieving student success.

***Leadership Oakland*** (2003-04)

A one-year, community-based leadership program designed to introduce participants to important facets of Oakland County governance and economics, and prepare them for civic leadership roles. Topics include running for elected office, the judicial system, social services, healthcare, demographics, education and the arts.

***Appreciative Inquiry Facilitator Training*** (2003)

I am certified through Company of Experts, the American Association of Community Colleges, and the National Council for Staff, Program and Organizational Development as a consultant, trainer and facilitator for Appreciative Inquiry—a positive approach to change management, planning and organizational development.

***Chair Academy for Leadership Training and Development*** (1999-2000)

A yearlong, multi-faceted leadership development program developed at Maricopa Community College for academic administrators, enhancing skills in such areas as strategic planning, team building, leading change, hiring and training for excellence, conflict management, and creating learner-centered environments.

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## **PUBLICATIONS (Representative)**

Commonwealth Magazine, the Nonprofit Journal of Politics, Ideas and Civic Life published by the Massachusetts Institute for a New Commonwealth (MassINC): Various opinion pieces including: “5 Ways to Avoid a Skilled Workforce Crisis” (2022); “Forgiving Student Loans is Not the Best Policy” (2022); “How Harvard Could Become a Higher Ed Hero” (2022); “Lawrence No Longer a ‘City of the Damned’” (2021); “Police, Protesters Finding Common Ground: Reform Begins with Education, Training, and Public Policy” (2020); “It’s Time to Invest in Student Success (or, \$1,561 for the Future of the Commonwealth)” (2019); “Public Higher Ed Isn’t Really That Public Anymore” (2018).

CC Daily, the magazine of the American Association of Community Colleges: Various opinion pieces including: “From Equity Talk to Equity Walk: Harvard and Massachusetts Community Colleges” (2022); “Coronavirus, Community Colleges, and the Equity Gap: Revisited” (2021); “How Are Community College Students Different?” (2020); “Coronavirus, Community Colleges, and the Equity Gap” (2020); “Communication Strategies for Community College Leaders” (2017).

“Speak Up for Community Colleges!” Counsel, the magazine of the National Council for Marketing & Public Relations, Volume 1, Winter 2019.

“A Rational Optimist’s View of American Higher Education.” Leadership: Journal for Post-Secondary Leaders, Volume 20.3, Winter 2015.

“The Provost and the President: When Things Go Well—Four Clues,” essay contribution to The Provost’s Handbook, by James Martin and James F. Samuels, Johns Hopkins University Press, 2015.

“To Close the Skills Gap, Revalue the Associate Degree.” New England Journal of Higher Education, December 10, 2012.

“A New Social Compact for Community Colleges.” Leadership: Journal for Post-Secondary Leaders, Vol. 16.3, Fall 2010.

“Failure to Launch: The Male College Student Achievement Gap (and Ten Things You Can Do About It).” New England Journal of Higher Education, Vol. XXIV, No. 3, Winter 2010.

“Failure to Launch: Confronting the Male College Student Achievement Gap.” Leadership: Journal for Post-Secondary Leaders, Vol. 16.2, Spring 2010.

“On Structure and Soul.” Academic Leadership: Journal for Community and Technical College Leaders, Vol. 15.1, Fall, 2008.

“Shift Happens: Trends in Higher Education.” Academic Leadership: Journal for Community and Technical College Leaders, Vol. 14.2, Fall, 2007.

“Leadership Through Storytelling.” Academic Leadership: Journal for Community and Technical College Leaders, Vol. 9.1.3, Spring/Summer, 2002.

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## **CONFERENCE PRESENTATIONS (Representative)**

“An Optimist’s Guide to the Top 10 Trends in Higher Education.” Keynote address for the New England Opportunity Association Conference, April 14, 2022.

“Better, Faster, Stronger: Top 10 Post-Pandemic Predictions for Community Colleges (and What They Mean for You and Your Students).” Keynote address for the Michigan TRENDS Conference, February 26, 2021.

“Next Gen Strategies for Developmental Educators.” Keynote presentation for the Teaching Academic Success Skills (TASS) Conference, April 9, 2019.

Narrowing the Skills Gap: Building Alternative Pathways to Prosperity in America,” panelist at the Harvard Social Enterprise Conference, March 25, 2017.

“What’s That Diploma *For* Anyway? Assessing What Students Know and Are Able to Do,” presentation at the Massachusetts Department of Higher Education Statewide Trustees Conference, Worcester, MA, September 23, 2014.

“Shift Happens: Top Ten Trends in Higher Education.” Keynote speech at the Teaching Academic Survival Skills Conference, Fort Lauderdale, FL, April 2014.

“Achieving the Dream: Strategies for Improvement.” Massachusetts Community Colleges Teaching and Learning Conference, Boston, MA, April 2010.

“Developing Achieving the Dream Strategies that Satisfy Accreditation Requirements” (co-presenter). Achieving the Dream Strategy Institute, Charlotte, NC, February 2010.

“Assessing Quantitative Literacy.” New England Association of Schools and Colleges Annual Conference, Boston, MA, December 2009.

“Failure to Launch: The Male College Student Achievement Gap (and Ten Things You Can Do About It).” Keynote Address for the Michigan Tutorial Association, Lansing, MI, October 2009.

“Managing Conflicts Peacefully and Powerfully” (co-presenter). Pre-conference workshop at the Chair Academy International Conference, Nashville, TN, March 2009.

“Failure to Launch: The Crisis of Male Student Success in College.” Keynote address at the Teaching Academic Survival Skills Conference, Palm Beach, FL, March 2009.

“Enabling Success in the First Year.” New England Association of Schools and Colleges Annual Conference, Boston, MA, December 2008.

“Achieving the Dream: Early Efforts to Improve Community College Student Success through Data-Based Decision-Making.” Massachusetts College and Career Readiness Leadership Summit, Worcester, MA, April 2008.

“The One-Semester, Practical, Positive and Wildly Productive Academic Master Plan” (co-presenter). Chair Academy International Conference, Denver, CO, March 2008.

“Which Comes First, the Chicken or the Egg? (Best Practices in Course Scheduling).” Roundtable discussion, Chair Academy International Conference, Jacksonville, FL, March 2007.

“Leading Teams: Shaping an Environment for Success” (co-presenter). Pre-conference workshop, Chair Academy International Conference, Tucson, AZ, April 2006.

“Serving Students/Serving Ourselves: Appreciative Inquiry and Positive Change in Student Services” (co-presenter). Chair Academy International Conference, Fort Lauderdale, FL, March 2005.

“Clear Leadership: Leading with an Appreciative Eye” (co-presenter). Pre-conference workshop, National Council for Staff, Professional and Organizational Development, Kansas City, MO, October 2004.

“Student Development at Commuter Institutions: A Working Model.” Michigan College Personnel Association Annual Conference, Frankenmouth, MI, November 2003.

“Leadership Through Storytelling.” Chair Academy International Conference, Kansas City, MO, March 2002.

“ACTION! Top Ten Tips for Active Advisory Committees.” Chair of panel presentation at the TRENDS Conference, East Lansing, MI, October 1999.

“Behind the Scenes: The Michigan Stage Technician Apprenticeship Program Prepares for Opening Night.” Chair of panel presentation at the Michigan School-to-Work Conference, Lansing, MI, June 1997.

“In the Spotlight: Employers, Educators, and the Changing Needs of the Entertainment Industry.” Chair of panel presentation at the Michigan Tech Prep Conference, Grand Rapids, MI, February 1997.

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## **COMMUNITY AND BOARD AFFILIATIONS**

**Northeast Consortium of Colleges and Universities in Massachusetts, Chair** (2017-Present)

**Massachusetts STEM Advisory Council** (2017-Present)

**Massachusetts Institute for a New Commonwealth (MassINC), Board Member** (2016-Present)

**Lawrence Partnership, Board of Directors** (2014-Present), **Chair** (2014-2018)

**Lawrence General Hospital, Trustee** (2020-Present)

**Merrimack River District Commission, Chair** (2019-2021)

**Essex National Heritage Area, Commissioner** (2014-Present)

**Merrimack Valley Chamber of Commerce, Executive Committee Board Member and Economic Development Committee Chair** (2011-2022)

**Greater Haverhill Chamber of Commerce Board of Directors** (2008-2010, 2018-2022), **Chair** (2019-2020)

**Enterprise Bank, LANAM Advisory Council** (2020-Present)

**Pentucket Bank, Corporator** (2012-2020)

**Amesbury Educational Foundation, Inc. Board of Directors** (2008-2011)

**Lawrence Rotary Club, Educator of the Year Judge** (2009-Present)

**Teaching Academic Survival Skills (TASS) Advisory Board** (2007-Present)

**Chair Academy Facilitator Board** (2001-Present)

**Optimist Club of Auburn Hills, Board Member and President** (2003-06)

**Michigan Liberal Arts Deans Association, Vice President** (2005-06)

**Leadership Oakland Board of Directors** (2004-2006)

**Leadership Oakland XIV, President** (2003-04)

**Pontiac Adult Career Counseling Center Advisory Board** (2003-2006)

**United Way Campus Campaign Chair** (2002-2006)  
**Arts Council of Greater Lansing**, Board Member (1998-2001)  
**Riverwalk Theatre**, Vice-President and Board Member (1998-2001)  
**Michigan Humanities Council**, Reviewer (1998)  
**Jackson Shakespeare Festival**, Artistic Board Member (1995-97)  
**Popular Culture Association**, Member (1994-1999)  
**Group for Early Modern Cultural Studies**, Charter Member (1993-94)

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## **AWARDS AND HONORS**

**Charles E. Billups Award** from the Greater Haverhill Chamber of Commerce (2021)  
**Pacesetter of the Year Award** from the National Council for Marketing and Public Relations (2018)  
**Ralph Wilkerson Good Citizenship Award** from the Merrimack Valley Chamber of Commerce (2017)  
**Community Leadership Award** from Community InRoads (2016)  
**Gateway Cities Innovation Institute Award: Lawrence Partnership Training Consortium** from MassINC (2016)  
**Legacy of Leading Award** from the Home Health Foundation (2015)  
**Honorary Doctorate in Education** from Merrimack College (2015)  
**Paul A. Elsner International Excellence in Leadership Award** from the Chair Academy for Leadership Training and Development (2014).  
**Gateway Cities Innovation Institute Award: Greater Lawrence Advanced Manufacturing Academy** from MassINC (2014)  
**Outstanding Service to Students Award** from the Oakland Community College Auburn Hills campus (2006)  
**Outstanding First-Year Student Advocate Award** (nominee) from the National Resource Center for the First-Year Experience and Students in Transition (2006)  
**Optimist of the Year** award from the Auburn Hills, Michigan Optimist Club (2004)  
**Director of the Year** award from the Riverwalk Theatre and the Lansing State *Journal* (2000)  
Michigan State University **Dissertation Fellowship Award** (1994)  
Member **Phi Kappa Phi National Honor Society** (1993)  
Michigan State University Department of Theatre **Dissertation Research Grants** for study abroad (1991-1993)  
Michigan State University Integrative Studies in the Arts and Humanities **Dean's Fellowship Award** (1991)  
**National Critics Institute/NBC Television Award for Outstanding Theatre Criticism** (1986 and 1988)

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