

JENNIFER G. COURNOYER, Ed.D

PRESIDENTIAL PROFILE

A dynamic, student-centered executive recognized for leading data-informed transformational change across multi-campus community colleges within a state system environment. Enterprise-level leader with broad executive oversight spanning academic affairs, student success, workforce development, accreditation, capital planning, and community partnerships. Systems thinker who integrates vision and accountability to align strategy and resources in support of student achievement.

Over 15 years of progressive leadership experience guiding complex organizations through strategic planning, collective bargaining, accreditation cycles, enrollment strategy, and infrastructure modernization. Proven ability to operate effectively within statewide governance structures. Known for partnering with system offices, trustees, legislators, foundations, and community stakeholders to secure resources and advance mission-driven outcomes.

A leader who advances institutional equity, operational effectiveness, and shared governance while cultivating high-performing teams and cohesive campus cultures. Adept at ethical and relational leadership that builds trust, navigates complexity, and positions institutions for long-term sustainability, innovation, and community impact.

PROFESSIONAL EXPERIENCE

River Valley Community College, Claremont, NH 2018 – Present

River Valley Community College serves western New Hampshire from its main campus in Claremont and academic centers in Keene and Lebanon, offering more than 40 associate degree and certificate programs designed for transfer and career success. As one of seven colleges which make up the Community College System of New Hampshire, RVCC combines accessible, affordable education with strong workforce partnerships and practical training—particularly in allied health, computer science, and business—to support regional employers and prepare students for meaningful careers and further study.

Vice President of Academic & Student Affairs, 5/2019 – Present

Promoted from Associate Vice President; served as Associate Vice President 2018 - 2019.

Key Projects & Achievements

- **Aspen Rising Presidents Fellow, 2025-2026**
- **National Institute for Student Success campus lead**
- **Strategic Government Relations:** Directed coordinated advocacy efforts that secured critical federal and state resources to advance institutional growth and student success, including a **\$500,000 Congressional Appropriation**.

- **Strategic Planning Leadership:** Led three comprehensive institutional strategic planning cycles, aligning goals and resources to measurable student success outcomes.
- **CCSNH Engagement:** Regularly presented institutional strategy, performance outcomes, and resource needs to system leadership and governing board.
- **Institutional & Programmatic Accreditation:** Managed successful institutional accreditation through the New England Commission of Higher Education (NECHE) and oversaw programmatic accreditation for Registered Nursing, Licensed Practical Nursing, Physical Therapist Assistant, Occupational Therapy Assistant, Medical Laboratory Technology, Radiologic Technology, Respiratory Therapy, Medical Assisting, and Business programs.
- **Public Accountability:** Led executive operations within a highly visible, unionized public higher education system, balancing collective bargaining agreements, statutory transparency requirements, and shared governance with strategic institutional priorities.
- **Values-based Leadership:** Known for fostering trust across faculty, staff, trustees, legislators, and community stakeholders while navigating complex decisions.
- **Guided Pathways Implementation:** Led full implementation of the Guided Pathways model, developing structured full- and part-time program maps for all certificates and degrees to improve completion and transfer outcomes.
- **Transformation of Academic Advising:** Reimagined and implemented a holistic advising model integrating Student Success Coaches, Accessibility Services, and Student Life to support retention and completion.
- **Student Access & Holistic Support Initiatives:** Cultivated a culture of comprehensive student support by:
 - Launching NH Foodbank sites at all campus locations
 - Securing funding for free teletherapy services
 - Implementing a free public transit program for students
 - Establishing on-campus crisis center advocacy services
- **CARES Team Creation:** Established a cross-functional CARES Team of faculty and staff to proactively support students in crisis and those who refer them.
- **Accessibility & Student Equity Advancements:** Created a centralized Accessibility and Testing Center; partnered with the Accessibility Coordinator to increase training for faculty and staff, doubling student utilization within one year.
- **ESOL Expansion & Infrastructure Development:** Led institutional response when ESOL enrollment grew from 1% to 6% by convening a task force to develop placement systems, targeted tutoring resources, accommodations processes, and sustainable budgeting structures.
- **Summer's On Us Initiative:** Leveraged state funding to increase summer enrollment and improve fall retention by 5%.

- **Healthcare Workforce & Enrollment Growth:** Developed a pre-pathway Healthcare Applications Certificate that resulted in enrollment growth across all Allied Health programs.
- **Innovative Workforce Pathways:** Partnered with regional hospitals to create employee upskilling pathways and established crosswalks from non-credit programs to credit-bearing certificates and degrees aligned with regional labor market demand.
- **Early College Expansion:** Through targeted scholarships and outreach, grew Early College program by over 90% over five years.
- **Youth Pipeline Development:** Designed and implemented Summer Bootcamps for middle and high school students to strengthen early college and workforce exposure.
- **Faculty & Employee Professional Development:** Established three dedicated annual budget lines supporting professional development for staff, faculty, and administrators.
- **Faculty Innovation Support:** Encouraged and funded faculty-driven initiatives including a free A&P preparation course, development of new curriculum (e.g., *SOSC222R: Murder in the 603*), and expansion of Open Educational Resources (OER).
- **Faculty Institute Creation:** Developed and implemented a three-day annual Faculty Institute held each August to advance instructional excellence.
- **Technology & HyFlex Advancement:** Commissioned faculty-directed classroom technology upgrades enabling HyFlex course delivery; oversaw implementation of multi-factor authentication and WCAG 2.1 compliance.
- **Master Planning:** Co-led campus master planning with the President, guiding strategic decisions on building divestment, major renovations, and a long-term deferred maintenance plan to ensure alignment with institutional priorities and fiscal sustainability.
- **Major Infrastructure Modernization:** Led multi-million-dollar renovations of Allied Health, science laboratories, and student-centered spaces.
- **Community Engagement & Strategic Partnerships:**
 - Secured private funding for campus parenting room renovations.
 - Co-located New Hampshire WIC, SNAP, and DHHS services on campus.
 - Hosted the Smithsonian traveling exhibit (Fall 2025) in partnership with the Claremont Historical Society and Claremont MakerSpace.
 - Served as institutional spokesperson in regional workforce and public policy forums.
- **Advancement of Diversity & Equity:** Led a campus-wide audit of communications, policies, and facilities to strengthen equity and inclusion practices.
- **Foundation & Scholarship Work:** In CCSNH's hybrid fundraising model (shared foundation with \$9 mil in assets), partner with President and Foundation leadership to cultivate donors and steward philanthropic investments

supporting student access initiatives such as Hannaford's support for campus food pantries and pilot program with Scholarship America which provides funding for student parents.

- **COVID-19 Institutional Leadership:** Led institution-wide pandemic response strategy that stabilized enrollment and protected tuition revenue during fiscal uncertainty, sustaining a 25% increase in summer enrollment.
- **Community Pandemic Response:** Converted campus parking facilities into a regional mobile testing site and vaccine clinic to serve the broader community.

Quinebaug Valley Community College, Danielson, CT

2016 – 2018

Quinebaug Valley Community College serves northeastern Connecticut from its main campus in Danielson and a center in Willimantic, offering more than 50 associate degree and certificate programs. As part of the Connecticut State Community College system, QVCC provides accessible, affordable education across liberal arts, technology, health, and manufacturing, with strong community and workforce connections that support regional needs and student achievement.

Director of Library Services & Academic Supports

Key Projects & Achievements

- **Executive oversight of all library operations and student academic support services, including tutoring, testing, and academic technology:** Responsible for long-range planning, budgeting, collection development, and supervision of full-time staff, part-time staff, and non-teaching faculty.
- **Open Education Resources:** Led cross-system OER and textbook affordability taskforce, focused on saving students money while maintaining quality of educational materials.
- **#NoLo Campaign:** Initiated Banner implementation of labeling affordable materials for greater benefit of faculty and students. Coordinated marketing and digital campaign to promote faculty and student knowledge and buy-in.
- **Guided Pathways Initiative:** Served on system Guided Pathways Taskforce; oversaw Support, Recruitment, and Choice architecture committees and Gen Ed and First-Year Experience subcommittees.
- **Student Outreach Program:** With Director of Student Services, designed student outreach pilot, targeting mid-range GPA students needing high-touch intervention.
- **Created Student Food Insecurity Taskforce:** Ensured accessible food for students by securing philanthropic investments from private and community donors.
- **Relationship & Sexual Violence:** Trained to facilitate prevention programs for students on sexual assault, relationship violence, and stalking; held student trainings throughout academic year.

New England College of Business (now Cambridge College) Boston, MA 2013-2018

Cambridge College is dedicated to adult learner success and is known for accessible, career-relevant programs in fields such as education, counseling, human services, business, and management. The College emphasizes supportive academic experiences, personalized advising, and equitable access for adult and non-traditional students.

Part-time Faculty, General Studies

Courses taught:

ENG201: College Composition II

ENG305: American Literature

INF101: Information Literacy for College Success

PHI101: Critical Thinking

EDUCATION & CERTIFICATIONS

- **Doctor of Education (Ed.D) Higher Education Administration**, Northeastern University
 Doctoral Thesis: *Workplace Aggression among Women Colleagues: An Action Research Study at a Small, Rural Community College*
- **Master of Library Information Science (MLIS)**, University of Rhode Island
- **Bachelor of Arts in English & Spanish (BA)**, Stonehill College
- **CC Certification**, Creative Commons (*Open Licensing Expert*)

COMMUNITY & BOARD ENGAGEMENT

- **Sullivan County:** Public Health Advisory Council (including Access to Care Workgroup), Family Treatment Court Advisory Board, Regional Coordinating Council, Housing Coalition (*Current*)
 - **New Hampshire Guarantee Steering Committee:** Community College Representative (*Current*)
 - **University of Rhode Island:** Graduate School of Library and Information Services Advisory Board (*Current*), Strategic Plan Subcommittee (2023), Accreditation Subcommittee (2025), Bylaws Subcommittee (2025)
 - **CCSNH:** Vice Presidents of Academic Affairs Committee and Vice Presidents of Student Affairs Committee, 2018 –present; CCSNH Curriculum Coordinator, 2024-present; Cross College Advisory & Planning Team, 2024; Academic Leaders Collaborative, 2023-present; OpenCCSNH (Co-Chair), 2019 – 2023; Adjunct Faculty Bargaining Team, 2021, 2023, 2025; Pandemic Response Team and Taskforce on Reopening Campuses, (2020)
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SELECT PRESENTATIONS & SPEAKING ENGAGEMENTS

(Full list available on LinkedIn)

- Cournoyer, J. & Glover, E. (2025). Caring for Everyone: Strengthening Community College Communities through the CARES Team Expansion. (Poster Presentation). APNA 39th Annual Conference. New Orleans, LA.
- Educating the Workforce Panel moderator (2024). Claremont, NH.
- CCSNH Transfer Day organizer (2024). Concord, NH.
- Cournoyer, J. (2024). Harnessing Chaos: Crafting Growth within Disruption. RVCC Faculty Institute. Claremont, NH.
- Cournoyer, J. & Milo, N. (2024). Clinical Site Accommodations & Technical Standards/Essential Skills. RVCC Spring Faculty Work Weeks. Claremont, NH.
- Cournoyer, J. & Milo, N. (2023). Rethinking Access: Accessibility Services at RVCC. RVCC Faculty Institute. Claremont, NH.
- Cournoyer, J. & Sutphin, E. (2023). Rethinking Meetings: Opportunities for Collaboration. RVCC Faculty Institute. Claremont, NH.
- Cournoyer, J. (2023). Not Just a Personality Conflict: Confronting Workplace Aggression among Women Colleagues in Higher Education. AAC&U Conference on Diversity, Equity, and Student Success. Henderson, NV.
- Cournoyer, J. (2022). Professional Development Series for Women at RVCC (Session 1: Is Anybody Listening?; Session 2: Whose world is this anyway?; Session 3: Workplace Aggression IRL; Session 4: Confronting Workplace Aggression; Session 5: Institutional Interventions and Wrapping it all up). Claremont, NH.
- Cournoyer, J. & Sailer, M. (2022). The Performance Review and Beyond: How to use an imperfect process to help your employees grow and keep your own resume fresh. RVCC Department Heads Staff Training. Claremont, NH.
- OpenNH Unconference organizer (2022). Online.
- Cournoyer, J. (2021). Retreat facilitator for Lakes Region Community College Student Affairs Group: Where are we going and how do we get there? Laconia, NH.
- Cournoyer, J. (2020 & 2021). Leadership Monadnock Panel Presenter: Community Colleges in the Community. Keene, NH.
- Cournoyer, J. (2020). Faculty as Managers. RVCC Spring Faculty Work Weeks. Claremont, NH.
- Cournoyer, J. (2019). Culture of Advising. RVCC Staff Training Series. Claremont, NH.
- Battye, A. & Cournoyer, J. (2019). Advising 2.0: How Wrap-around Services Keep Students on their Academic Path. CCSNH Advising Day. Nashua, NH.

- Corcoran, K., Cournoyer, J. & Rhodes, E. (2018). Going #OpenCSCU: What, Why, How. CSCU Faculty Advisory Council Conference. New Haven, CT. & Center for Teaching Event. Middletown, CT.
- Battye, J., Cournoyer, J. & Kacerik, K. (2018). How Can I Learn When I'm Too Hungry to Think? Tackling Food Insecurity at QVCC. CSCU Faculty Advisory Council Conference. New Haven, CT.