

Mary Ann Feldheim

Curriculum Vitae

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EDUCATION

Ph.D. in Public Administration, Florida Atlantic University - 1998

Master of Science in Nursing Administration, Kent State University - 1984

Bachelor of Science in Nursing, Kent State University - 1979

PROFESSIONAL POSITIONS

Editor-in-Chief – *Journal of Health and Human Services Administration* – 2015 to present

Associate Professor of Public Administration and Nonprofit Management, Director of Nonprofit Management Program, University of Central Florida (UCF), Orlando, Florida August 2004 to 2014 and 2016 to present.

Founding Director School of Public Administration, University of Central Florida, Orlando Florida, October 2011 to August 2015

Chair Department of Public Administration, University of Central Florida, Orlando Florida, -- August 2005 to October 2011.

Assistant Professor of Public Administration and Nonprofit Management, Tenure Track, University of Central Florida (UCF), Orlando, Florida -- -August 1998- August 2004.

Visiting Instructor in Public Administration, UCF, Orlando, Florida ---August 1997- 1998.

Adjunct Faculty, Department of Public Administration, Florida Atlantic University (FAU), Fort Lauderdale, Florida ---1997.

Adjunct Faculty, School of Health Administration, FAU, Boca Raton, Florida ---1997.

Teaching Assistant, Department of Public Administration, FAU, Fort Lauderdale, Florida --- 1993 – 1996.

Research Assistant, Department of Public Administration, FAU, Fort Lauderdale, Florida --- Data Analysis for Dr. Gordon Bazemore & Dr. Khi Thai - 1991 & 1995.

Adjunct Faculty, Health Administration, Palm Beach Community College, Boca Raton, Florida
1991-1992.

Director of Quality Services, Patient Care Coordinator, Director of Volunteers, Education
Coordinator, Hospice by the Sea, Inc. Boca Raton, Florida -- 1985-1992.

Instructor, School of Nursing, Kent State University, Kent, Ohio ---1984-1985.

Assistant Operating Room Supervisor, Cleveland Clinic, Cleveland, Ohio --- 1980 –1984.

RESEARCH

A. Refereed Journal Articles

1. Liou, K.T, & Feldheim, M.A. (Under Review). "Understanding Downsizing Reforms in County Governments." *Review of Public Personnel Administration*.
2. Kapucu, N., Yuldashev, F. & Feldheim, M.A. (2011). "Nonprofit Organizations in Disaster Response and Management: A Network Analysis." *European Journal of Economic and Political Studies*, 4 (1), 83-112.
3. Feldheim, M.A. (2007). "Public Sector Downsizing and Employee Trust." *International Journal of Public Administration*. 30 (3) 249-270.
4. Feldheim, M. A. & Johnson, G. (2005). "Normative Education: Putting the Servant in Public Service." *Global Virtue*, 5 (3).
5. Feldheim, M.A., King, A. & Sherman, S. (2004). "Faculty-Librarian Collaboration: Meeting Information Challenges of Distance Education." *J-PAE Journal of Public Affairs Education*, 10 (3), 233-246.
6. Feldheim, M.A. (2004). "Mary Parker Follett: Lost and found again, and again, and again." *International Journal of Organization Theory and Behavior*. 7 (3), 341-362.
7. Feldheim, M.A. & Wang, X. (2003). "Ethics and Public Trust: Results from a National Survey." *Public Integrity*, 4 (6), 63-75.
8. Flynn, J. and Feldheim, M.A. (2003). "Recruitment and Retention of Volunteers in Florida." *The Journal of Volunteer Administration*, 21 (4), 4-9. Article written with a graduate student, who was assisted in turning her Honors Thesis into an article.

9. Feldheim, M.A., & Wang, X. (2002). "Accountability through ethics enhancement strategies: Empirical evidence from American cities." *International Review of Public Administration*, 7 (1), 1-8.
10. Johnson, G. & Feldheim, M.A. (2002). "Serving the Public in the 21st Century." *Public Voices*, 5 (1-2), 9-18.
11. Feldheim, M.A. (2000). "Administrators and Mergers: A study of administrator's perceptions of health care mergers. *Journal of Health and Human Services Administration*, 23 (3), 248-273.
12. Feldheim, M.A. (2000). "Managed Competition in Florida Health Care: Its strengths and weaknesses." *Policy Studies Review*, 17 (4) 61-76.
13. Feldheim, M.A. & Liou, K.T. (1999) "Downsizing Trust." *M@n@gement*, 2 (3), 55-67.
14. Feldheim, M.A. (1998). "Health Care Policy Evaluation: A conceptual model using medical ethics." *Journal of Health and Human Services Administration*, 21 (2), 181-198.

B. Books, Book Chapters, Book Reviews

15. Feldheim, M. A. (Under Review). "Integrity in Public Service." *Global Encyclopedia of Public Administration, Public Policy, and Governance* (Editor, Ali Farazmand), Springer Publishing.
16. Feldheim, M.A. (2006). "Book Review: Moral Politics: How Liberals and Conservatives Think." *Public Integrity*, 9 (1), 101-102.
17. Feldheim, M.A. (2005). "Book Review: Planning, Scheduling, and Requirement Analysis." *Journal of Public Procurement*, 5 (2), 274-278.
18. Feldheim, M.A. (2005) "Mary Parker Follett." In T.D. Lynch and P. Cruise (Editors) *Handbook of Organization Theory and Management: The Philosophical Approach*. 2nd Edition: CRC Press LLC, Chapter 18, pp. 418-436.
19. Liou, K.T., Feldheim, M.A., and Wang, X. (2002). "Policy Issues in Community Building: The Targeted Community Initiative in Orange County Florida." In F. Stevens Redburn and Terry F. Buss (Editors) *Public Policies for Distressed Communities Revisited*. Lexington Books, Chapter 15, pp. 211-218.
20. Feldheim M.A. (2001). "Florida's Health Care Reform Experience: Lessons from an Experiment in Managed Competition. " In Cal Clark and Rene McEldowney

(Editors) *The Health Care Financial Crisis: Strategies for Overcoming an "Unholy Trinity."* Nova Science Publishers, Chapter 5 pp. 55-66.

21. Feldheim, M.A. (2001). "Downsizing in the Public Sector: Implications for Public Administration." In K.T. Liou (Editor) *Handbook of Public Management Practices and Reform*. Marcel Dekker, Chapter 23, pp. 491-510.
22. Thai, K. & Feldheim, M.A. (1998). "Medicaid in a Managed Care Environment: The Florida Experience." In Mark R. Daniels (Editor) *Medicaid and the American States: The Politics of Managed Care*. Greenwood Publishing Group, Inc. Chapter 6, pp 146-174.

C. Conference Proceedings and other Publications

23. Feldheim, M. A. and Smith, J. A. (2011). "Implementation Plan for the Master of Research Administration." University of Central Florida.
24. Feldheim, M. A., Hawkins, C., & Jurie, J. (2008). "Implementation Plan for the Master of Science in Urban and Regional Planning Program." University of Central Florida.
25. Feldheim, M. A. (2004) "Implementation Plan for the Master of Nonprofit Management Program." University of Central Florida
26. Johnson, L. and Feldheim, M.A. (2001) "Self-Insurance for Employee Health Care Coverage: Life in the Trenches." *Periscope*, 22 (2), pp. 1-3.
27. Feldheim, M.A. (2000). "Examining the Changing Structure of the American Health Care System." *Journal of Health and Human Services Administration*, 23 (3), 239 247 – Symposium Introduction
28. Feldheim, M. A. (2000). *Central Florida Nonprofit Research Needs and Resources*. Institute of Government, University of Central Florida.
29. Lynch, T. & Feldheim, M. A. (1994). "Chronic Corruption: The American answer to the challenge of necessary evil" *International Conference Korean Association for Public Administration*. Printed in Proceedings pp. 3-31.
30. Feldheim, M. A. (1993). "Positivism's self-fulfilling prophecy past and present: Implications for public administration." *Sixth National Symposium on Public Administration Theory*. Printed in proceedings pp. 57-72.

D. Research Papers Presented at Professional Meetings

National Conferences

March 2016, Presented “Creating Healthy Communities” as part of a panel at the American Society for Public Administration (ASPA) Conference. Seattle, Washington.

March 2016, Participated in the “Meet the Editors Panel” as editor of the *Journal of Health and Human Services Administration* at the American Society for Public Administration (ASPA) Conference. Seattle, Washington.

October 2015, Presented “Nonprofit Management Competencies Utilizing NASPA Standards” as part of a panel at the NASPAA Conference in Brooklyn, New York

March 2015, Presented “Utilizing Health Impact Assessments to Foster Social Equity, Justice, and Civic Engagement” as part of an ethics panel at the American Society for Public Administration (ASPA) Conference. Chicago, Illinois.

November 2014. Coordinated and moderated the Teaching Section Pre-Conference Workshop “Teaching Assessment and Strategies that Work!” At the Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA) Conference in Denver, Colorado.

November 2014, Presented as part of a panel sponsored by the NASPAA Nonprofit Education Section - Continuing the Dialogue: The Love/Hate Competency Conversation the following presentation “Developing Program Specific Nonprofit Competencies: Process, Process, and Process.” At the NASPAA Annual Conference in Albuquerque, New Mexico.

November 2014, Presented “Competency-based Curriculum Mapping and Assessment Strategies” as part of a panel entitled - Developing Competency-Based Program and Assessment Strategies. At the NASPAA Annual Conference in Albuquerque, New Mexico.

November 2013. Coordinated and presented the Teaching Section Pre-Conference Workshop “Developing Comprehensive, Competency-based, Curriculum for Nonprofit Management Programs.” At the Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA) Conference in Hartford, Connecticut.

October 2013. Presented as part of a panel “Closing the Curriculum Loop: Through Collaboration, Cooperation, and Evaluation” at the National Association of Schools of Public Affairs and Administration (NASPAA) Conference in Washington, DC.

March 2013. Convened and Moderated “Super Nonprofit Management Session – Public Service in the 21st Century: Nonprofits Take the Lead Again.” American Society for Public Administration (ASPA). New Orleans, LA.

October 2012. Presented “Nonprofit Competencies Action and Reaction” National Association of Schools of Public Affairs and Administration (NASPAA) Conference in Austin, Texas.

March, 2012. Presented “Nonprofit Education Impact” at the American Society for Public Administration (ASPA) Conference, Las Vegas, NV.

November 2011. Convened the Teaching Section Conference Workshop “Professional Organizations Collaborations” with the key leaders from ARNOVA, NASPAA, ASPA, and Nonprofit Leadership Alliance. At the Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA) Conference in Toronto, Canada.

October 2011. Organized and convened two (2) panels on “Nonprofit Management Education Standards” at the National Association for Schools of Public Affairs and Administration (NASPAA) Conference in Las Vegas, Nevada.

March 2011. Presented paper “Making the Case for Nonprofit Management as a Profession” as part of a panel on nonprofit management at the American Society for Public Administration (ASPA) Conference in Baltimore, Maryland.

November 2010. Presented paper with Stephanie Krick-“Faith-based Nonprofit Organizations Deserve a Break: How can support of these organizations make a difference to consumers of social services?” This was at the Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA) Conference held in Alexandria, Virginia.

October 2009. Presented paper entitled “Service Learning in an Online Environment” at the National Association for Schools of Public Affairs and Administration (NASPAA) Conference in Washington, DC.

November 2008. Presented with Thomas Bryer “Responsibilities of and for Nonprofit Organizations in the Economically Tumultuous Hollow State” at the Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA) Conference in held in Philadelphia, Pennsylvania.

March 2007. Presented as part of a panel on symbols “How Symbols and Myths Shape the National Discussion” at the American Society for Public Administration (ASPA) Conference.

March 2006. Presented as part of a roundtable discussion “Interpretations of Ethical Symbols in Government” at the American Society for Public Administration (ASPA) Conference.

March 2005. Presented as part of an ethics panel “Quantum Management and Ethical Responsibility” at the American Society for Public Administration (ASPA) Conference.

May 2005. Organizer and panelist of panel on “Collaboration and Partnerships” at the 28th Annual Conference on Teaching Public Administration.

March 2001. Presented as part of a panel on servant leadership “Servant Leadership and Ethics,” at the American Society for Public Administration (ASPA) Conference.

March 2000. Presented paper on “Administrators and Mergers” at the American Society for Public Administration (ASPA) Conference.

May 2000. Participated as a panelist on the panel "Undergraduate Programs in Public Administration" at the 23rd Annual Conference on Teaching Public Administration.

March 1995. Presented the paper as part of a panel “Managed Competition: The Florida Experience,” at the American Society for Public Administration (ASPA) Conference.

March 1994. Presented the paper “Health Care Reform Evaluation Using Medical Ethics” at the American Society for Public Administration’s 55th National Training Conference.

March 1993. Presented the paper “Positivism’s self-fulfilling prophecy past and present: Implications for public administration,” at the Sixth National Symposium on Public Administration Theory.

Regional Conferences

October 2008. Presented the paper “Florida Public Administration Education," at the Southeast Conference of Public Administration.

October 2002. Presented a paper “Contract Accountability in the Hollow State" as part of a panel and participated as a discussant at a roundtable on “Servant Leadership.” Southeast Conference of Public Administration.

October 2001. Presented “Nonprofit Accountability Measures in the State of Florida” as part of a panel on nonprofit management at the Southeast Conference of Public Administration.

October 1999. Organized a panel on “Evaluating Citizen Participation” and presented a paper on “Downsizing Trust in the Public Sector” for the Southeast Conference of Public Administration. Mentored a student who presented his work on creating a Citizen’s Academy in Cocoa Beach, which was later featured in an article in the *PA Times*.

October 1998. Presented the paper “Community Health Purchasing Alliances: A case study of public-private partnering,” at the Southeast Conference of Public Administration.

October 1996. Presented two papers, “The Fabric of Health Care Policy: The Future through the Past” and “The Florida Health Security Plan: Focus Medicaid” as part of a panel on health care administration at the Southeast Conference of Public Administration.

October 1993. Presented the paper “Quality of Life: An ethical consideration in health care policy” at the Southeast Conference of Public Administration.

F. Grant Activities

Co-Principal Investigator for a \$320,000 grant (25% credit) from the Corporation for National and Community Service from fall 2010 to 2012 designed to address “Nonprofit Capacity Building: Performance Measurement System. This grant is designed to work with ten (10) nonprofit organizations developing organization specific performance measures and system to collect the data in normal operations.

Principal Investigator in 2009 for a \$60,000 grant (50% credit) from the National Council of Research Administrators to develop a completely online Master of Research Administration program - A white paper for this program was approved in 2010, an implementation plan was written, and the program was approved in the spring of 2011. The first students admitted into the 36 hour graduate program in the fall of 2011.

Faculty Advisor in 2005 for a WMFE Research Project, which supported one student for \$1,000 (100% credit) to conduct research on local county and city grant funding. The findings of this research will be shared with the local nonprofit community to increase their ability to secure funding from local governments.

Faculty Advisor in 2004 for an Orange County Health Department grant of \$100,000 which paid the Department of Public Administration to provide capacity building to local nonprofit agencies. As a faculty advisor supervised three students writing four grants each for three nonprofit organizations – The Guardian, Abundant Fruits, and The Center for Multicultural Wellness and Prevention, Inc.

Grant proposal supervision in 2004 of a student in an independent study, who wrote a proposal for a grant from the Brevard County United Way for \$1,352 to support a neighborhood group creating a community park. The proposal was accepted and the student formed the neighborhood group and coordinated the creation of the Hardee Circle Park. *Florida Today* wrote a feature article on the student and the neighborhood group's work in creating civic engagement within the community and creating a wonderful neighborhood park.

Co-investigator, 2002, for an Internal UCF - Partnership Curriculum Grant awarded for \$50,000.

G. Current Memberships

American Society of Public Administration (ASPA)

ASPA Section on Health and Human Services Administration

ASPA Section on Ethics

ASPA Section on Nonprofit - Policy, Practice and Partnerships

Central Florida ASPA Chapter

Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA)

Association of Fundraising Professionals

Pi Alpha Alpha – Honor Society for Public Administration

Sigma Theta Tau – National Honor Society of Nursing

Phi Kappa Phi – National Honor Society

TEACHING AND STUDENT ADVISING

A. Courses Taught

Below are listed the twenty (20) different courses taught at the University of Central Florida, since 1997, with each course identified by level, and the number of times the course has been taught.

Doctoral Courses

Ethics in Public Affairs	(3)
Foundations in Public Affairs	(1)

Graduate Courses

Analytical Techniques I	(1)
Analytical Techniques II	(2)
Human Resource Management	(2)
Public Administration in the Policy Process	(3)
Public Organization Management	(2)
Strategic Planning and Management	(5)
Nonprofit Organizations – <i>Developed Web Course</i>	(12)
Volunteer Management – <i>Developed Web Course</i>	(20)
Strategic Planning – <i>Developed Web Course</i>	(18)
Planning Healthy Communities- <i>Developed Course</i>	(3)
Program Evaluation – <i>Modified Web Course</i>	(2)
Ethics and Values in Public Administration	(1)

Undergraduate Courses

Administrative Theory	(2)
Nonprofit Organizations	(1)
Public Personnel Management	(3)
Survey Research	(2)
Introduction to Public Administration	(1)
Administration of Public Policy	(1)

B. Teaching Evaluations

Below are the teaching evaluations of the Director / Chairman of Public Administration at the University of Central Florida base on a scale of “outstanding, above satisfactory, satisfactory, conditional, and unsatisfactory.” After the first tenure-earning year at UCF, all evaluations have been outstanding.

Outstanding	2015-2016
Outstanding	2004-2005
Outstanding	2003-2004
Outstanding	2003-2002
Outstanding	2002-2001
Outstanding	2001-2000
Outstanding	2000-1999
Outstanding / Above Satisfactory	1999-1998

C. Teaching Enhancement Activities

Presented at the 11th Sloan-C International Conference on Asynchronous Learning Networks, 2005, "Library Research Modules in WebCT Classes: A Panel Discussion." This presentation covered the unique collaborative teaching relationship which has been developed with the Brevard Librarians.

Presented at the 28th Annual Conference on Teaching Public Administration, 2005, on the UCF panel "Collaboration and Partnerships" the paper "Service Learning in an Online World."

Earned the Service Learning designation for two courses [Strategic Planning and Volunteer Management] by meeting the UCF service learning criteria for a course in 2004.

Adapted a graduate online course (Program Evaluation) for my use in the summer of 2003.

Presented at the Service Learning Day workshop in January to increase the use of service learning in online nonprofit management courses.

Attended the Faculty Teaching and Learning Winter Workshop in December 2002 to increase the use of service learning in the nonprofit management courses.

Presented the Board Simulation from Nonprofit Organizations to fellow faculty members at a Brown Bag Lunch Series presented by Course Development and Web Services.

Served as a faculty "Web Vet" in the Course Development and Web Services training talking one-on-one with other faculty and presenting at the training.

Completed a redesign of a graduate course (Strategic Planning and Management PAD 6335) to a web-based course in 2001.

Attended two semester long training sessions from Course Development and Web Services in 2000 and 2001 to develop two new web courses in nonprofit management – Nonprofit Organizations and Volunteer Management.

Developed a library module with the UCF - Brevard Librarians for three of my web courses. This module has been incorporated as part in the Course Development Training, adopted by the School of Social Work for their courses, and presented at the UCF Technology Fair in spring 2002. An article has been written with a graduate student and a librarian about the use of the library module as a research tool in online courses, and this article has been accepted by the refereed *Journal of Public Affairs Education -J-PAE*.

Conducted a student survey to examine the effectiveness of the library module in online courses, and used the finding in the article submitted to *J-PAE*.

D. Thesis and Dissertation Committees

UCF College of Health and Public Affairs Ph.D.

Committee Member

1. Leigh Broxton (2011-2012)
2. Cihan Demirhan (2013-2014)
3. Mathew Hodge (2003-2006)
4. Lauren O’Byrne (2015- 2016)
5. Jacqueline Ortiz-Baerga (2014-present)

Dissertation Chair

1. Hillary Knepper (2007-2010)
2. Stephanie Loudermilk Krick (2003-2007).
3. Tracy Trottier (Co-Chair), (2002-2005)

UCF Liberal Studies

1. Anita Loomis (2005-2006) Thesis “US Symphony Orchestra Bylaws”

UCF College of Arts and Humanities – Texts and Technology – Ph.D. Student:

1. Michelle Gardner (2014- present)

UCF College of Education Ph.D. Students:

1. Carol Chanter (2001-2002)
2. Stephanie Soliven (2001-2004)

UCF College of Engineering Ph.D. Student

1. Frederica Robinson-Bryant (2011-2013)

Served as the Honors in the Major, Thesis Chair for Jacqueline Flynn (2000-2001) and worked with this student to turn her thesis into a published article.

E. Student Advising

UCF graduate and undergraduate advising for an average of 50 students per semester at the Brevard Campus from 1998 to August 2005 as Brevard Campus Coordinator.

UCF Graduate and Undergraduate Certificates in Nonprofit Management for an average of 100 students per semester from 2000 to 2005 as Nonprofit Management Certificate Coordinator.

UCF graduate students in the Master of Nonprofit Management program - advising an average of 160 each semester from 2004 to 2014 and 2016 to present.

SERVICE

A. University Service

Administration

UCF Founding Director of School of Public Administration

October 2011 to August 2015. Responsible for the administration of the school which includes twenty (20) permanent faculty, sixteen (16) adjunct faculty, eight (8) student assistants, and five (5) staff members.

UCF Department of Public Administration Department Chair

July 2005 to October 2011. Responsible for the administration of the department which includes fifteen (15) permanent faculty, sixteen (16) adjunct faculty, ten (10) student assistants, and three (3) staff members. Developed the *PA Weekly* newsletter to improve departmental communication, and this newsletter is sent to all students, faculty, and friends of the department. Working to improve the coordination and organization of the department.

UCF Brevard Campus Coordinator for the Department of Public Administration from August 1998 to August 2005. Responsible for: advising 50 graduate and undergraduate students in public administration, recruiting new students, and coordinating course offerings with the department chair.

Coordinator - Nonprofit Management Programs from (2000 to the 2014) & (2016 to present)

Assisted in the writing of the proposals for the graduate and undergraduate certificates in nonprofit management and for the proposal to develop an online graduate certificate program. Developed the syllabi for new nonprofit management courses, and wrote the implementation plan for the proposed Master of Nonprofit Management for the department. In this capacity responsible for advising approximately 50 undergraduate certificate students and 54 graduate certificate students each semester and for coordinating the course offerings. Initiated and maintained an effective Nonprofit Management Advisory Board with representation from key nonprofit organizations in the central Florida area. Responsible for coordinating the annual student orientation during the fall and spring semesters and for chairing the Advisory Board Committee on the Annual UCF Nonprofit Management Symposium.

UCF – University Level Committees and Assignments

Strategic Planning Commission Member – 2015-2016
Graduate Council Policy Committee – 2010-2012
Faculty Advisor Collegiate Chapter of AFP- 2006 - 2011
QEP Task Force Member – COHPA Representative -2004-2005
Service Learning Coordination Committee – College Representative 2002-2004
Service Learning Day – Presented with a Student
Course Development Faculty Advisory Council 2000-2005
Task Force on Distance Learning Student Evaluations 2002

UCF College of Health and Public Affairs (COHPA) Committees and Assignments

Member of COHPA Task Force on e-FAR 2014- present
Member of CHOPA Graduate Council 2004- 2014 – 2016 to present
Member of COHPA Chair's Council – 2005- 2015
Chair Search Committee for Chair HMI Department – (2011- 2012) (2014-2015)

Chair Search Committee for Director PAF Program – 2009- 2011
Chair Search Committee for Chair CJ Department - 2006
Chair, 4th Annual Nonprofit Management Community Conference 2005
College Service Learning Liaison 2002-2003
Faculty Council – Area Campus Representative 2003-2005
Faculty Council – Department Representative 2001-2003
Nonprofit Management Annual Symposium Committee Member – 2002-2016
Task Force Member -“Access to Better Community Data (ABCD) Website 2002-2004
Search Committee Member for Department Chair 2002-2003
Chair Task Force to Create Grants & Nonprofit Library Collection 2001-2002
Awards Committee – Chairperson 1999- 2000
Awards Committee – Member 1998-1999
Nonprofit Management Certificate Task Force Member 1998- 1999
Brevard Faculty Advisory Committee Member 1998 – 2004
Faculty Council Brevard Representative – 2003-2004

UCF School of Public Administration Committees and Assignments

Director of MNM Program, 2004 to 2014 & 2016 to present
Development Committee Chair, 2016- present
Strategic Planning Committee, 2016 to present
Search Committee Member – Provost Line, 2016 to present
Search Committee Member – Faculty Search – 2002-2003
SPA Tenure and Promotion Committee Chair, 2016 to present
Brevard Campus Coordinator 1998- 2005
Nonprofit Management Certificate Coordinator 2000 - 2005
Pi Alpha Alpha Coordinator 2001-2002
Graduate Recruitment Task Force Member 2001-2002
Curriculum Committee Member 1999-2002
Search Committee Member – Two separate searches 1999-2005

B. Professional Service

Florida Statewide Course Numbering System PAD Discipline Coordinator 2015 – present

Board Member ARNOVA Committee on Diversity – 2016- Present

Board Member ARNOVA Publications Committee – 2016 to Present

Board Member ASPA – Nonprofit Section – 2014-2016 - Secretary 2016-2018

Board Member ASPA – Editorial Board of PA Times – 2014-2016

Chair ASPA – Editorial Board of PA Times – 2012-2014

Vice-Chair ASPA – Editorial Board of PA Times – 2010-12

Treasurer ARNOVA Teaching Section 2014- Present

Chair ARNOVA Teaching Section 2013-2014

Vice-Chair ARNOVA Teaching Section 2010-2013

Board Member NASPAA Section on Nonprofit Management – 2011- 2014

Board Member of ASPA Section on Personnel Administration and Labor Relations 2000-2003, Contributed one article to *Periscope* and assisted with the development of the membership directory.

Chair of NASPAA Section on Nonprofit Management -2009-2011

Chair-Elect of NASPAA Section on Nonprofit Management -2008-2009

Editor, *Journal of Health and Human Services Administration* symposium, “Examining the Changing Structure of the American Health Care System.” 1999-2000

Editorial Board Member, *Journal of Health and Human Services Administration*, 2002-2006.

State of Florida Hospice Education Committee Member, 1986-1991.

C. Community Service

Central Florida Health Impact Assessment Steering (HIA) Committee Member 2011 to Present
As a Committee Member Participated in the Lock Haven Park Improvements Plan HIA in 2013

Completed the Winter Park Health Foundation Sponsored HIA Training in 2012

Board Member and Vice President for Big Brothers Big Sisters of Central Florida 2006 to 2010

President of the Central Florida ASPA Chapter from 2005 to 2007 assisting the chapter in the development of a strategic plan and a website, Board Member of the Central Florida ASPA Chapter serving as Secretary from 2008 to 2011, President – Elect 2015-16 and President 2016-17.

Developed the **Central Florida Nonprofit Nexus** website with the assistance of Course Development and Web Services to provide a portal for nonprofit management information and research for our nonprofit students and for the nonprofit community

Served on the conference planning committee for the 2008 Southeast Conference for Public Administration (SECoPA) hosted by our department and the Central Florida ASPA chapter.

Served on the conference planning committees for the Annual Community Partners Nonprofit Management Conference from 2006 to 2010 helping to continue the conference uninterrupted for nine years

Organized the Fourth Annual UCF Nonprofit Management Symposium in 2005, while serving as Chair of the Nonprofit Advisory Board Symposium Committee

Provided technical assistance to the Titusville City Marina in developing a strategic business plan to be guide budgeting decision and to be presented to the Titusville City Council 2004

Developed a Grants and Nonprofit Resource Center for the Brevard County community in 2002, as chair of a collaboration between the Space Coast Grants Professionals Network and the BCC/UCF Joint Use Library. This special collection pulled the resources of the library into one area, where in addition to books there are handouts explaining how to use the references, how to search for grant opportunities, and how to write a grant.

Developed the Access to Better Community Data website found on the UCF Library Homepage, as a member of the ABCD Task Force 2003-2004. This website provides the community with a one-stop-shop for governmental data on central Florida, community reports, and any other research pertinent to the community for grant writing or for developing new programs to meet community needs.

Assisted in the planning and implementation of the Second and Third Annual UCF Nonprofit Management Symposiums in 2003 and 2004 as a member of the Nonprofit Advisory Board Planning Committee.

In 2003-2004 supervised service learning students in the Strategic Planning, Program Evaluation, and Volunteer Management classes to write projects for 54 organizations for such organizations as: The Center for Drug Free Living, Orlando Opera, Leadership Orlando, UCF Women's Studies, Merritt Island Airport, Tampa Youth Opportunity Movement, Environmental Services Department of Lake County, Glades County Economic Development Council, Polk County 4-H Program, Brevard Office of Emergency Management.

In 2001-2003 supervised service-learning students in the Strategic Planning class to write strategic plans for 35 organizations for such organizations as: Brevard County Sheriff's Office; Environmentally Endangered Lands Program; Alzheimer's Association; Melbourne Fire Department; Brevard County Tax Collector; Orange County Red Cross; Department of Children and Families Safety Program in Orange County Florida.

In 2001-2003 supervised service learning students in the Volunteer Management class to prepare 18 case studies of volunteer programs with recommendations to the organization to improve the program for organizations such as: Darden Restaurant Foundation; Easter Seals of Florida, Inc.; East Coast Region, American Red Cross of Brevard County; National MS Society, Mid-Florida Chapter; Salvation Army Monroe County; Ronald McDonald House Charities of Central Florida.

Conducted a Safety Survey for the Orlando Housing Authority using residents to collect the data and provided a formal report to the Housing Authority – 2000

Provided technical assistance to the City of Cocoa in the development of the city Strategic Plan – 2000

Provided technical assistance to the City of Cocoa Beach in the development, delivery, and data analysis of a city survey 2000-2001

Conducted a survey of the nonprofit research needs in central Florida for the Heat of Florida United Way and produced a report for their members – 2000

Provided technical assistance to the City of Titusville in the development of a personnel survey to determine the needs of police and fire personnel - 1999

Served as co-chairman of the Space Coast Grant Professionals Network from 2001 to 2003, as treasurer from 2003 to 2004, and as membership chairman from 1999 to 2003

Served as a steering committee member of the Palm Beach Planned Community Health Alliance from 1996 to 1999

Served on the Caridad Health Clinic Medical Steering Committee from 1997 to 1998

Volunteered as a nurse at the Caridad Health Clinic serving migrant workers in Palm Beach County from 1993 to 1998

HONORS AND AWARDS

American Society for Public Administration (ASPA) Section for Women in Public Administration
Joan Fiss Bishop Award for contributions to the advancement of women in public administration March 21, 2016

American Society for Public Administration (ASPA)
2013 Chester A. Newland Presidential Citation of Merit

Girls Scouts Citrus Council Woman of Distinction Nominee 2013

University of Central Florida Recognized by the Center for Success of Women Faculty 2013

University of Central Florida Online Faculty Ambassador 2009 - Appointed Position
Based on nine (9) years of teaching online and participating as a “web vet” for the IDL Faculty training every semester

American Society for Public Administration – Curriculum Innovation Award 2005 - Fully online
Master of Nonprofit Management program -
Accepted Award for the UCF Department of Public Administration

University of Central Florida Teaching Incentive Program (TIP) Award
Permanent \$5,000 salary increase - Recipient 2002.

University of Central Florida, College of Health and Public Affairs, Service Learning Liaison,
\$2,000 Compensation - Appointment in 2002.

University of Central Florida Course Development and Web Services Office, Funding Support,
Developing a web-based course \$2,000 - Recipient 2001.

University of Central Florida, College of Health and Public Affairs Research Productivity Award
\$1000 - Recipient 2001.

University of Central Florida, College of Health and Public Affairs Research Productivity Award,
\$1000 - Recipient 2000.

University of Central Florida, College of Health and Public Affairs Research Productivity Award,
\$1000 - Recipient 1999.

Invitational membership into Pi Alpha Alpha – FAU 1993

Invitational membership into Kappa Phi – FAU 1992

National Hospice Award for Excellence for *Hospice by the Sea Volunteer Training Manual* 1986.

Invitational membership Sigma Theta Tau International Honor Society of Nursing
Kent State University - 1979

Magna Cum Laude - Kent State University- 1979