

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

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

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

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 - 1995 & 1991.

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 -- 1985-1991.

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. 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.
2. Feldheim, M.A. (2007). "Public Sector Downsizing and Employee Trust." *International Journal of Public Administration*. 30 (3) 249-270.
3. Feldheim, M. A. & Johnson, G. (2005). "Normative Education: Putting the Servant in Public Service." *Global Virtue*, 5 (3).
4. 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.
5. 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.
6. Feldheim, M.A. & Wang, X. (2003). "Ethics and Public Trust: Results from a National Survey." *Public Integrity*, 4 (6), 63-75.
7. 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.
8. 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.
9. Johnson, G. & Feldheim, M.A. (2002). "Serving the Public in the 21st Century." *Public Voices*, 5 (1-2), 9-18.
10. 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.

11. Feldheim, M.A. (2000). "Managed Competition in Florida Health Care: Its strengths and weaknesses." *Policy Studies Review*, 17 (4) 61-76.
12. Feldheim, M.A. & Liou, K.T. (1999) "Downsizing Trust." *M@n@gement*, 2 (3), 55-67.
13. 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

14. Feldheim, M.A. (2006). "Book Review: Moral Politics: How Liberals and Conservatives Think." *Public Integrity*, 9 (1), 101-102.
15. Feldheim, M.A. (2005). "Book Review: Planning, Scheduling, and Requirement Analysis." *Journal of Public Procurement*, 5 (2), 274-278.
16. 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.
17. 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.
18. 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.
19. 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.
20. 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

21. Johnson, L. and Feldheim, M.A. (2001) "Self-Insurance for Employee Health Care Coverage: Life in the Trenches." *Periscope*, 22 (2), pp. 1-3.

22. 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
23. Feldheim, M. A. (2000). *Central Florida Nonprofit Research Needs and Resources*. Institute of Government, University of Central Florida.
24. 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.
25. 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 Projects

Principal investigator, Online Library Research, spring 2003 – This research sought to determine the benefit of incorporating a library module in online courses by surveying students who had taken courses with the module. The findings have been included in an article that was published in the refereed journal - *J-PAE*.

Principal investigator, Nonprofit Accountability, fall 2002 – The research in this study focused on the perceptions of nonprofit managers regarding the accountability measures in place when contracting with governmental agencies.

Principal investigator, Accountability in American Counties, fall 2001 - This project focused on accountability in American counties, and the data was collected from the responses of county managers on accountability in an era of privatization and contracts with nonprofit organizations. The research was presented at a regional conference - Southeast Conference of Public Administration.

Principal investigator, Nonprofit Accountability Measures in the State of Florida, spring 2001 – This study focused on accountability measures utilized by nonprofit managers in the state of Florida. The data was collected from the comments of managers regarding the types of accountability measures being utilized in Florida nonprofit organizations. The findings of this study were presented at a regional conference - Southeast Conference of Public Administration.

Co-Principal Investigator, (principal investigator XiaoHu Wang), Impact Assessment of Performance Measurement, spring 2001 – The project focused on accountability in U.S. cities. Data was collected from city official's comments on their methods of accountability and their perceptions of ethics and methods of ethics enhancement. Two refereed journal articles were written with Dr. Wang using this data.

Co-investigator, (principal investigator Jacqueline Flynn), Volunteer Management: A study of volunteer recruitment and retention practices in the state of Florida, fall 2000 through spring 2001. This study was completed for an "Honors in the Major" thesis and resulted in publication as a refereed journal article.

Principal investigator, Nonprofit Research Needs in Central Florida, summer 2000 - This project explored the research needs of nonprofit organizations in central Florida and it established a database of researchers to meet those needs. Data was collected from comments of nonprofit managers and from community documents. It produced a report that was distributed to all United Way agencies for future reference.

Principal investigator, Orlando Housing Authority Safety Survey, Fall 1999 - This project was conducted using residents of the Orlando Housing Authority to collect data from other residents using a standardized HUD Safety questionnaire. The data were analyzed and produced a report that was submitted to the Orlando Housing Authority.

Principal investigator, a study of administrator's perceptions of health care mergers. Spring 1999 – This project examined the perceptions of health care administrators in the state of Florida regarding health care mergers. This study produced one refereed journal article, and the results were presented at a national conference – American Society of Public Administration's Vision 2000 Conference.

Co-principal investigator (with Tom Liou and XiaoHu Wang), Citizen Involvement in Community Building: The Targeted Community Initiative Program in Orange County, Florida, spring 1999 - This project described the practice of TCI projects. The project produced one book chapter in *Distressed Communities*.

Principal investigator, Managed Competition in the State of Florida, fall 1997 through spring 1998 – This research examined the health care reform initiative, managed competition, as it was implemented in the state of Florida. The project produced one refereed article, one book chapter, and the findings were presented at a regional conference - Southeast Conference of Public Administration. The preliminary work on managed competition was also presented at a national conference – American Society of Public Administration's 56th National Training Conference.

Co-principal investigator (with Khi Thai), Medicaid in the State of Florida, fall 1996 – This project described the implementation of Medicaid in Florida focusing on the aspects of managed care. The project produced one book chapter in Mark R. Daniels (Editor) *Medicaid and the American States: The Politics of Managed Care*, and the findings were presented at a regional conference -Southeast Conference of Public Administration.

E. Research Papers Presented at Professional Meetings

International Conferences

11th Sloan-C International Conference on Asynchronous Learning Networks, 2005, “Library Research Modules in WebCT Classes: A Panel Discussion.

International Conference Korean Association for Public Administration - “Chronic corruption: The American answer to the challenge of necessary evil,” 1994, co-authored paper with Dr. Thomas Lynch who presented the paper.

National Conferences

American Society for Public Administration National Conference in March 2011 held in Baltimore Maryland – Presented paper “Making the Case for Nonprofit Management as a Profession” as part of a panel on nonprofit management

Association for Research on Nonprofit Organizations and Voluntary Action National Conference in November 2010 held in Alexandria VA – 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?”

National Association for Schools of Public Affairs and Administration Annual Conference-October 2010 Las Vegas, Nevada -- Organized and convened two (2) panels on “Nonprofit Management Education Standards”

National Association for Schools of Public Affairs and Administration Annual Conference-October 2009, Washington, DC -- Presented paper entitled “Service Learning in an Online Environment.”

Association for Research on Nonprofit Organizations and Voluntary Action National Conference in November 2008 held in Philadelphia, PA. The following paper was presented with Thomas Bryer “Responsibilities of and for Nonprofit Organizations in the Economically Tumultuous Hollow State.”

American Society for Public Administration National Conference 2007, How Symbols and Myths Shape the National Discussion” presented as part of a panel on symbols.

American Society for Public Administration National Conference, 2006, “Interpretations of Ethical Symbols in Government” presented as roundtable discussion.

American Society for Public Administration National Conference, 2005, “Quantum Management and Ethical Responsibility” presented paper as part of an ethics panel.

28th Annual Conference on Teaching Public Administration, 2005, organizer and panelist on UCF panel “Collaboration and Partnerships” presented paper “Service Learning in an Online World.”

American Society for Public Administration National Conference - “Servant Leadership and Ethics,” 2001, presented this paper as part of a panel on servant leadership.

American Society for Public Administration National Conference - “Administrators and Mergers,” 2000, presented paper as part of a panel on the “Challenges in Health and Human Resources.”

23rd Annual Conference on Teaching Public Administration, 2000, participated as a panelist on the panel "Undergraduate Programs in Public Administration."

American Society for Public Administration National Conference, “Managed Competition: The Florida Experience,” 1995, presented paper as part of a panel on the delivery of human services.

American Society for Public Administration's 55th National Training Conference, "Health Care Reform Evaluation Using Medical Ethics," 1994, presented a paper as part of a panel on health care reform.

Sixth National Symposium on Public Administration Theory, "Positivism's self-fulfilling prophecy past and present: Implications for public administration," 1993, presented paper as part of a panel.

Regional Conferences

Southeast Conference of Public Administration, "Florida Public Administration Education," 2008, presented paper as part of a panel and participated as a panel chair on nonprofit management.

Southeast Conference of Public Administration, "Contract Accountability in the Hollow State," 2002, presented paper as part of a panel and participated as a discussant at a roundtable on "Servant Leadership"

Southeast Conference of Public Administration, "Nonprofit Accountability Measures in the State of Florida," 2001, presented paper as part of a panel on nonprofit management.

Southern Political Science Association, 1999, served as chair of a panel on "Public Policy Privacy Issues."

Southeast Conference of Public Administration, 1999, organized a panel on "Evaluating Citizen Participation" and presented a paper on "Downsizing Trust in the Public Sector." 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*.

Southeast Conference of Public Administration, "Community Health Purchasing Alliances: A case study of public-private partnering," 1998, presented a paper as part of a panel on health care reform.

Southeast Conference of Public Administration, 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.

Southeast Conference of Public Administration, "Quality of Life: An ethical consideration in health care policy," 1993, presented paper as part of a panel on health care in the 21st century.

State Conferences

Grant Professionals Network Workshop – "Strategically Preparing for Grant Writing," 2004

Florida Hospices Symposium, "Research: That is the question," 1991.

Florida Hospices Symposium, "Change in Hospice: Survival of the fittest," 1990.

Florida Hospices Symposium, "Evaluation: The critical part of the care plan," 1989.

Florida Hospices Symposium, "Hospice Online," 1986.

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.

Grant proposal written with a student for an independent study, 2000, for a grant from the United States Department of Health and Human Services –Public Health Service for \$99,000 – Proposal declined.

Grant proposal written with a student for an independent study, 2000, for a grant from the Cowles Charitable Trust for the Florida Wildlife Hospital for \$8,000 - Proposal declined.

Grant proposal, 2000, for a grant for \$50,000 from the Nonprofit Sector Research Fund of the Aspen Institute to study relational accountability between nonprofit human service organizations and contracting public agencies – Proposal declined.

G. Current Memberships

American Society of Public Administration (ASPA)

ASPA Section on Health and Human Services Administration

ASPA Section on Ethics

ASPA Section on Personnel Administration and Labor Relations

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 eighteen (18) 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)
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 Chairman of the Department 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	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 Liberal Studies: Anita Loomis (2005-2006) Thesis “US Symphony Orchestra Bylaws”

UCF College of Education Ph.D. Students:
Carol Chanter (2001-2002), Stephanie Soliven (2001-2004)

UCF College of Health and Public Affairs Ph.D. Students:
Leigh Broxton (2011-) Tina Church (2001-), Mathew Hodge (2003-2006)

Serving as Dissertation Chair for Hillary Knepper (2007-2010)

Served as Dissertation Chair for Stephanie Loudermilk Krick (2003-2007).

Served as Dissertation Co-chair for Tracey Trottier (2002-2005).

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 35 each semester from 2004 to 2005.

F. Additional Teaching

Provided Independent Studies for students unable to find needed electives for graduation primarily from the Brevard Campus, where electives are limited. This service to students has been provided as part of my role as Department Chair, Brevard Campus Coordinator and as Coordinator for the Graduate and Undergraduate Nonprofit Management Certificates.

Graduate Students

Joanne Hand – Paper on African American Women in Nonprofits – summer 2009
Myriam Saint Vilus – Paper on the International Nonprofit Sector – spring 2005
Lisa Druckenmiller – Paper on Corporate Giving – spring 2005
Antoinette Smith – Paper on ADA and the Public Sector – fall 2002
John Morgan – Paper “Privatization of Public Utilities” – summer 2000
Elaine Jennings – Program Evaluation Brevard Teen Court – summer 2001
Suzanne Sherman – Paper “Nonprofit Accountability” – summer 2001

Undergraduate Students

Nicola Taylor – Paper on Developing Resources for Mount Olive – spring 2006
Amy Schwartz – Case Study of Volunteer Management Program – spring 2006
Patricia Chambers – Program Evaluation Paper – spring 2005
Glen Slawsky – Nonprofit Resource Development Readings and Paper – fall 2003
Theresa Steelman – Paper “Best Practices in Case Management” – spring 2003
La’Chisha Lewis – Program Evaluation Readings and Paper – summer 2003
Holly Whye – Program Evaluation Readings and Paper – summer 2003
Sheena Heitzman – Grant Proposal for Neighborhood Development – fall 2003
Bilkis Dinally – Grant Proposal for City of Cocoa – fall 2003
Joy Paul-Curry – Conducted Training on Strategic Planning – spring 2002
Nicolle Tucker – Developed Code Book for Accountability Survey – fall 2002
Keesa Addison – Paper on Faith-Based Nonprofits – fall 2002
Jenny Iglesias – Conducted Mini-Program Evaluation – summer 2001
Claudia Wetherell – Paper “Driving, Discrimination, and Destiny” – summer 2001
Dana Connor – Paper “Accountability of Privatized Disaster Recovery – fall 2001
Paula Klick – Paper “Ethics and a Nonprofit Board of Directors” – fall 2001
Charles Crawford – Proposal for Community Policing in Rockledge – spring 2000
Bryan Holmes – Developed, Administered, Analyzed Citizen Survey Cocoa Beach
Chris Senif – Paper “Governments in Transition” – spring 2000
Lori Johnson – Grant Proposal \$99,000 – fall 2000
Sarah Newman – Grant Proposal for Elementary School – fall 2000
Tania Ramos-Miner – Grant Proposal -\$8000 Florida Wildlife Hospital – fall 2000

SERVICE

A. University Service

Departmental Administration

UCF Department of Public Administration Department Chair

July 2005 to present. Responsible for the administration of the department which includes ten (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 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

Graduate Council Policy Committee – 2010-Present
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 CHOPA Graduate Council 2004- Present
Member of COHPA Chair's Council – 2005- Present
Chair Search Committee for Chair HMI Department – 2011- Present
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 – 2002-2004
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 Department of Public Administration Committees and Assignments

Search Committee Member – Faculty Search – 2002-2003
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

Other University Services

Third Annual UCF Nonprofit Management Symposium presented Volunteer Risk Management and contributed to the conference CD.

Second Annual UCF Nonprofit Management Symposium on Accountability and Evaluation in 2003, "National Nonprofit Standards," 2003, presented paper as part of the breakout sessions.

UCF Service Learning Day, 2003, participated on a panel with student, Suzanne Sherman, discussing the use of service learning in the Graduate Nonprofit Management Certificate program.

UCF Technology Fair, 2002, prepared a poster presentation with librarian, Allison King, on the development of the Library Orientation Modules in three of my online classes.

COHPA Awards Ceremony, 2002, presented the Department of Public Administration's Graduate Student Award to Tina Church.

COHPA Awards Ceremony, 2001, presented the Department of Public Administration's Undergraduate Student Award to Bryan Holmes from Brevard.

COHPA Awards Ceremony, 2000, presented the College of Health and Public Affairs Founders Award to Charles Crawford from Brevard.

Pi Alpha Alpha Awards Ceremony, 2002, presented the awards to the inductees and helped to plan the ceremony.

Pi Alpha Alpha Awards Ceremony, 2001, presented the awards to the inductees.

Nonprofit Management Certificate Ceremonies, 2000, 2001, 2002, 2003, planned, coordinated, and presented the certificates to graduate and undergraduate students earning the Nonprofit Management Certificates.

B. Professional Service

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

Vice-Chair ARNOVA Teaching Section 2010-2013

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

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.

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

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

C. Community Service

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

Board Member of the Central Florida ASPA Chapter serving as Secretary from 2008 to 2011

President of the Central Florida ASPA Chapter from 2005 to 2007 assisting the chapter in the development of a strategic plan and a website

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

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