MARK A. GLASER
GENERAL INFORMATION

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EDUCATION

-Doctor of Philosophy in Administration/Urban Studies, University of Texas at Arlington, Institute for Urban Studies, May 1981.
-Master of Urban Affairs, Wichita State University, August 1974.
-Bachelor of Business Administration, Wichita State University, December 1970.

PROFESSIONAL EXPERIENCE

Hugo Wall School of Public Affairs
Wichita State University

Professor, Public Administration, March 2000 - Present.

Wichita State University Excellence Award for Community Research, May 2015.

Associate Professor, Public Administration, August 1994 - March 2000.

Faculty Advisor, Hugo Wall Public Administration Society, August 2010 – Sept 2013.

Faculty Research Associate, Kansas Public Finance Center, April 1995 – July 2009.

Director, Institute for Communities and Government, August 1997 - May 1998.

Director, Institute for Research on Communities and Crime, October 1994 - July 1997.

American Society for Public Administration, Awards Committee, Member 2017-2018

American Society for Public Administration, Dwight Waldo Award Selection Committee, Member 2016

American Society for Public Administration, Paul P. Van Riper Award Selection Committee, Chair 2016

American Society for Public Administration, Public Performance and Management Section, Member of the Board, 2009-2011. Member of the Executive Committee 2011-2014; 2015-2017.

American Society for Public Administration, Member of the Publication Committee: This committee makes policy recommendations for ASPA related publications including Public Administration Review, 2013-2016.

Professor in Residence, Wichita City Manager's Office, September 1995 - June 1996.

Department of Public Administration
University of Central Florida
Orlando, Florida

Associate Professor, Public Administration, March 1994 - July 1994.
Assistant Professor, Public Administration, August 1992 - March 1994.

City Manager's Office
Wichita, Kansas

Professor in Residence, September 1989-August 1992.
Policy Analyst and Co-Project Manager of a project that averted Superfund listing, expedited environmental remediation, and restored CBD property values, March 1991 - August, 1992.
*Project was awarded the 1992 Innovations in State and Local Government Award sponsored by the Ford Foundation and the John F. Kennedy School of Government, Harvard University (Award: $100,000).
*Project "Special Merit Recognition for Environmental Achievement" highlighted in Renew America 1992 Environmental Success Index, National Environmental Awards Council.

Hugo Wall Center for Urban Studies
Wichita State University

Assistant Professor, Master of Public Administration Program, August 1981 - May 1990.

Graduate Coordinator of the Master of Public Administration Program, August 1985 - November 1988.

Regional Coordinator of the State Data Center - Dissemination of Bureau of Census Information, June 1982 - September 1988.

Research Associate, July 1975 - May 1978.

Graduate Coordinator of the Master of Urban Affairs Program, January 1978 - May 1978.

Administrative Internship (.5 FTE - 9 months) with the Dean of the Graduate School, Wichita State University, academic year 1983-84.

Oblinger-Smith Corporation
Wichita, Kansas

Planning Consultant, October 1974 - July 1975.
Duties included: Participation in the preparation of Community Development Applications, Ozark Regional Commission Economic Development Plan for Kansas, Statewide Comprehensive Outdoor Recreation Plan for Kansas, Wichita State University Parking Feasibility Study, Benefit Assessment District for Newton, Kansas.

United States Army

First Lieutenant, Quartermaster Corps. March 1971 - November 1973.

SPONSORED PROJECTS

Research Associate- On-line survey of 1500 stakeholders to provide brand insights related to Wichita State University including perceptions of; place-based development of the Wichita State University campus, community-university synergism, the application of a Wichita State education, and alumni allegiance. Research sponsored by **Wichita State University**, 2020.

Research Associate- A survey assessment of approximately 550 metropolitan residents to better understand transportation usage patterns and predisposition towards advances in transportation and the future of the region. Research sponsored by the **Wichita Area Metropolitan Planning Organization**, 2020.

Research Associate- A survey assessment of more than 900 Newton residents to give citizens a direct voice in strategic investment decisions. Research sponsored by the **City of Newton**, Kansas, 2020

Research Associate – A survey assessment of more than 500 Valley Center Residents to assess community support for strategic investments in the community. Research sponsored by the **City of Valley Center**, Kansas 2019.

Research Associate- On-line survey of approximately 14,000 residents to develop a regional vision to guide development in the greater Wichita region. Research sponsored by **Project Wichita**, 2018.

Consultant –Research methods advisor to an organizational assessment design team headed by Professor Paul Danczyk (Vice President of the American Society for Public Administration) of the **University of Southern California**, Sacramento, 2017.

Principal Investigator –A survey of 650 Bel Aire residents engaged citizens in strategic public investment decisions consistent with the public interest. Research sponsored by the **City of Bel Aire**, Kansas, 2016-2017.

Principal Investigator –The Public Policy and Management Center conducted face-to-face interviews with nearly 400 residents of the Fairmount Neighborhood to better understand resident support for the creation of a "Community of Choice" including commitment to the socio-geographic space, household needs assessment, and neighborhood support for place-based economic development as implemented by Wichita State University. Research sponsored by the Office of the President, **Wichita State University and Kansas Health Foundation** 2016-2017.

Faculty Advisor –The **Kansas Health Foundation** awarded the Public Policy and Management Center a three-year grant to conduct research and community development ventures the Fairmount Neighborhood, 2015-2018.

SPONSORED PROJECTS (continued)

Faculty Advisor -A five county survey provided the information foundation for the South Central Kansas Prosperity Plan for regional approaches to challenges including transportation, health community design, the built environment, workforce development and business development, and natural resources including water. This grant is administered by the **United States Department of Housing and Urban Development**, 2014.

Principal Investigator (Co-Investigators Misty Bruckner and Corinne Bannon) –This research was the second stage of a three-stage citizen engagement model that advances the "public interest". This model includes a survey of approximately 4,000 voters to establish citizen infrastructure investment priorities that are consistent with the public interest. This information will be used in the Wichita-Sedgwick County Comprehensive Plan. Research sponsored by the **City of Wichita** and **Sedgwick County** governments, 2013-2014.

Consultant (Principal Investigator: Misty Bruckner) -Assisted in strategic planning for the City of Wichita including assisting the City Council to develop a shared vision and framework for decision making and the use of resources. This process includes the engagement of citizens and community organizations. This process explores opportunities for collaboration between the community and government forming systems solutions optimized based on community well-being. Research sponsored by the **City of Wichita**, 2010.

Consultant (Principal Investigator: Misty Bruckner) –This project involved an Environmental Scan for the City of Wichita that provided an information foundation for initial discussion among the City Council, City staff, and the community at large on strategic policy issues, core service priorities and service delivery improvements. Research sponsored by the **City of Wichita**, 2009.

"Short Term Consultant" –Developed resource material for local government authorities in sub-Saharan African related to performance measurement and performance-based budgeting. Funded by the **World Bank**, Poverty Reduction & Economic Management Division, Washington, DC. July 2006.

Principal Investigator –In April 2000 voters passed a $284.5 million bond referendum to fund investment in public schools. Wichita Board of Education agreed to keep citizens informed about how their tax dollars were used. Honoring this commitment, nearly 6,000 registered voters were surveyed to gage public support for capital investments and to assess public support for future capital investment decisions. Research sponsored by **USD 259**, Wichita, Kansas, January 2006.

SPONSORED PROJECTS (continued)

Principal Investigator –Designed and conducted a survey of 6,000 registered voters to give citizens a voice in a public assembly ("Sedgwick County Assembly: Prescription for Healthy Citizens") that illuminated public concerns and that gaged public support for the creation of intergovernmental and intersector collaborations to improved public health. This research was sponsored by the **Board of Sedgwick County Commissioners, Kansas Health Foundation, Via Christi Regional Medical Center, United Methodist Health Ministry Fund, Kansas Department of Health and Environment, Kansas Department of Social and Rehabilitation Services, City of Wichita, Medical Society of Sedgwick County, Preferred Plus of Kansas**, August 2004.

Consultant –Reviewed university outreach investments including the activities of the Center for Regional Development. Consultancy sponsored by the Office of the Chancellor, **Western Carolina University**, Cullowhee, North Carolina, July 2004.

Principal Investigator –Conducted a national survey of 143 urban city and county governments examining changes in social service need, intent to invest, and propensity to collaborate with secular community-based and faith-based organizations. Research sponsored by the Department of Systems Management for Human Services, **Fairfax County**, Virginia, May 2004.

Principal Investigator (Co-Investigator Nancy Snyder) –Conducted a needs assessment of community stakeholders for the Seward County United Way. Research sponsored by **Seward County, Kansas United Way**, February 2003.

Principal Investigator (Co-Investigator Misty Bruckner) –An internal survey of personnel including commissioned officers to evaluate Wichita Police Department adherence to the principles of community policing and commitment to the strategic agenda. Research sponsor by the **City of Wichita**, Kansas, November 2002.

Consultant (with Samuel Yeager) –A survey instrument was designed to measure quality of life and public support, including willingness to pay, for strategic local government investments in the central business district including a regional sports arena. Research sponsored by the **City of Wichita** and **Sedgwick County**, Kansas, April 2001.

Principal Investigator (Co-Investigators Lee E. Parker, David Miller and Jennifer Evans) –More than 900 immigrants and refugees were interviewed in seven languages (Farsi, Korean, Kurdish, Somali, Spanish, Urdu and Vietnamese) to assess economic well-being and adjustment to life in the United States and Fairfax County, Virginia. Research sponsored by the Department of Systems Management for Human Services, **Fairfax County**, Virginia. December 2000.

Consultant –Examined community outreach and development opportunities associated with the Mountain Resource Center and the Public Policy Institute. Sponsored by the Office of the Chancellor, **Western Carolina University**, Cullowhee, North Carolina, June 2000.

SPONSORED PROJECTS (continued)

Principal Investigator (Co-Investigators H. Edward Flentje, David Miller and Linda K. Hamilton) –A survey of municipal governments in Kansas was used to inform agency strategic planning, **League of Kansas Municipalities**, Topeka, Kansas, June 2000.

Principal Investigator (Co-Investigator Lee Parker) –Conducted survey research that engaged more than 7,200 registered voters in capital investments decisions associated with a public school system that serves 50,000 students. This research was used to initiate a dialogue with the community that culminated in the passage of a $284.5 million bond referendum that supported investment in educational facilities. Research funded by **Unified School District 259**, May 1999.

Co-Investigator (with Samuel Yeager) –Assessed the effectiveness of community policing in Kansas and Nebraska for the Regional Community Policing Institute at Wichita State University. Research sponsored by the Office of Community Oriented Policing Services, **U.S. Department of Justice**, January 1999.

Technical Advisor –Assisted in the design of a system for evaluating the programs of alcohol and drug providers to guide the funds allocation decisions of the **Alcohol and Drug Abuse Board, City of Wichita**. Part I, March 1998; Part II, September 1998.

Principal Investigator (Co-Investigators Joe Pisciotte and Stephanie Payton) –Studied community attachment and quality of life in an African-American community in Wichita, Kansas. Research sponsored by the Office of the Attorney General for the State of Kansas through the **Urban League of Wichita**, Kansas, December 1997.

Principal Investigator (Co-Investigators Lee Parker and Robin Clements) –Conducted a survey of 1,945 citizens measuring citizen satisfaction with services and quality of life, investment priorities, attachment to neighborhood and community, and willingness to pay increased taxes. Research sponsored by the **City of Wichita**, Kansas, October 1997.

Co-Investigator (with Nancy Snyder) –Productivity Assessment of the Human Services Department Neighborhood Centers, Sponsored by **City of Wichita**, Kansas, June 1997.

Co-Investigator (with Robin Clements and Lee Parker) –The Institute for Research on Communities and Crime was selected as one of six national sites and awarded a planning grant to facilitate the development of formal partnerships between police departments and researchers. Research sponsored by the **National Institute of Justice** through the Justice Research and Statistics Association, Washington, D.C., and the **International Association of Chiefs of Police**, Alexandria, Virginia, April 1997.

Co-Investigator (with Robert Denhardt and Lee Parker) –The second part of a two part grant involving citizen engagement in strategic public decisions. Research sponsored by **Orange County**, Florida, September 1996.

SPONSORED PROJECTS (continued)

Principal Investigator –An examination of citizen-government relations, including perceptions of image, performance and willingness to pay taxes. Research sponsored by the **Kansas Public Finance Center**, Wichita State University, December 1996.

Co-Investigator (with Robert Denhardt and Lee Parker) Part 1 of a two part grant that surveyed approximately 1,800 Orange County citizens (including Orlando) measuring citizen demand for county government investments and assessed citizen-government relations. The findings provided an information platform for introducing citizen values into the strategic planning process for local government. Research sponsored by **Orange County**, Florida, May 1996.

Principal Investigator - An examination of discontinuity between willingness to pay taxes and demand for local government services. Research sponsored by **Kansas Public Finance Center**, Wichita State University, September 1995.

Co-Investigator (with Lee Parker) - An assessment of youth recreation priorities to facilitate the development of demand driven recreation and development programming for middle school youths in **Unified School District 259**. Wichita, Kansas, September 1995.

Principal Investigator (Co-Investigators Michael Palmiotto, Delores Craig and Lee Parker) –An assessment of community conditions and internal operations based on the perceptions of Wichita police officers, to provide an information base for organization change through the Mayor's Select Committee on Public Safety. Funded by the **City of Wichita**, July 1995.

Co-Investigator (with Robert Denhardt and Willet Kempton) –Survey instrument design for research examining environmental concerns and citizen priorities for environmental protection of Volusia County. Sponsored by the Walter Boardman Endowment Fund, **University of Central Florida**, Daytona Beach, Florida, June 1995.

Co-Investigator (with Robert Denhardt) –Citizen survey research measuring citizen satisfaction and demand for public services used to guide strategic planning in local government. Research sponsored by **Daytona Beach**, Florida, March 1995.

Co-Investigator (with Robin Clements and Lee Parker) –Sedgwick County Juvenile Offender Profile Project. Research sponsored by **Sedgwick County**, Kansas, March 1995.

Co-Investigator (with Robert Denhardt and Kathryn Denhardt) –Developed a concept paper for an improved understanding of poverty and public policy with special attention to community-based solutions. "Communities at Risk: Perspective on Urban Social Problems." Research sponsored by the **Florida Institute of Government**, Orlando, Florida, May 1994.

Principal Investigator –Conducted a stakeholder evaluation of community development ventures associated with a partnership between Orange County government (the South Apopka Project) and a community-based organization (Action Coalition To Improve Our Neighborhood, Inc.). Research sponsored by **Orange County**, Florida, October 1993.

SPONSORED PROJECTS (continued)

Co-Investigator (with Robert Denhardt) –Survey research measuring citizen satisfaction with local government service delivery and citizen investment priorities. Research sponsored by **Port St. Lucie**, Florida, January 1993.

Policy Analyst –Preliminary examination of Total Quality Management for enhanced management and organization performance. **Wichita City Manager's Office**, August 1992.

Co-Project Director –This project provided environmental remediation of the central business district and protected the economic viability of more than 500 businesses by preserving property values and targeting environmental liability. An intergovernmental and intersector collaboration was created to respond to environmental and economic threats of Superfund. The City of Wichita was awarded $100,000 and was selected to receive the 1992 Innovations in State and Local Government award by the **Ford Foundation** and **John F. Kennedy School of Government, Harvard University**.

Principal Investigator – Conducted a park and recreation needs assessment survey and the results were used in the comprehensive plan. Funded by the Department of Parks and Recreation and the **Wichita-Sedgwick County Metropolitan Area Planning Department**, August 1992.

Policy Analyst –Conducted a risk assessment of Secondary Employment of Off-Duty Police Officers. **City of Wichita**, May 1992.

Project Director –Redesigned, developed and implemented a performance measurement management information system to facilitate decision making. **Wichita City Manager's Office**, November 1990.

Policy Analyst –Assessed potential for efficiencies associated with the use of noncommissioned personnel to perform duties previously performed by commissioned police officers. **Wichita City Manager's Office**, February 1992.

Research Analyst –Community Cultural Assessment for an arts and humanities consortium funded from public and private sources, including the **Kansas Arts Commission**. Wichita, Kansas, July 1991.

Research Analyst –Analyzed the day care needs of Wichita using data collected by the Child Care Task Force Survey. **City Manager's Office**, Wichita, Kansas, July 1990.

Policy Analyst –Developed the logic for the structural reorganization of parks and recreation oversight from an administrative to an advisory board, **City Manager's Office**, Wichita, Kansas, February 1990.

Policy Analyst –Conducted a feasibility assessment of the consolidation of technical regulatory board oversight of the building industry. **City Manager's Office**, Wichita, Kansas, December 1989.

SPONSORED PROJECTS (continued)

Co-Investigator (with Samuel Yeager) –Citizen recognition and client assessment of Botanica. **City of Wichita**, Kansas, January 1989.

Co-Project Director –Developed a business and socio-economic profile of the Wichita Metropolitan Statistical Area. Funded by the **Jobs Development Council, Inc.** Harvey County, Kansas, July 1988.

Competitive National Proposal Author and Project Director –Comprehensive needs assessment and evaluation of the **Wichita-Sedgwick County Salvation Army Command**. September 1987.

Principal Investigator –Wichita-Sedgwick County Business Climate Inventory including a survey of 900 businesses. The **Stanford Research Institute** and the **Wichita Area Chamber of Commerce Long-Range Planning Task Force**, 1986-87.

Project Director –Conducted a Community Correction Facility Bond Referendum Poll to predict voting behavior and to inform a marketing campaign. Research sponsored by **Citizens For A Safe Jail**. Sedgwick County, Kansas 1986.

Project Director –Conducted an Evaluation of the **Wichita-Sedgwick County Department of Community Health, Family Planning Clinic**, 1985.

Project Director –Conducted Sales Tax Referendum Poll(s) of Sedgwick County voters. Research sponsored by the **Wichita Area Chamber of Commerce**, 1985.

Principal Investigator –Citizen involvement in municipal park investment decisions. Research sponsored by the Clearwater Park Advisory Board, Clearwater, Kansas, 1984.

Co-Project Coordinator –Conducted a study of "Local Units of Government in Sedgwick County: An Inventory of 1980 Revenues and Expenditures," 1982.

Research Associate –Conducted an assessment of potential locations for a minor emergency medical center in Haysville, Kansas," Funded by a **Wichita area hospital**, 1982.

Co-author and co-director of a grant awarded by the **Kansas Committee for the Humanities** to study housing problems in Kansas. Title: "Housing Environment and the American Dream: Where to Now?" 1976. Awarded Outstanding Humanities Project on Urban Issues.

Assistant Program Coordinator of a grant awarded under **Title I, Higher Education Act** of 1965. Title: "The Kansas Public Employee Relations Act: What It Means to Public Officials And Employees," 1977.

Assistant Project Director of a grant awarded under **Title I, Higher Education Act** of 1965. Title: "The Rest of Your Life: Pre-Retirement Planning Seminars," 1978.

Fairmount Neighborhood through the Eyes of Residents: Part 3. Support of Area Economic Development. Public Policy and Management Center, Wichita State University. December 2017, Mark Glaser.

Fairmount Neighborhood through the Eyes of Residents: Part 2. Household Needs Assessment. Public Policy and Management Center, Wichita State University. November 2017, Mark Glaser.

Fairmount Neighborhood through the Eyes of Residents: Part 1. Neighborhood Development Guided by the Public Interest. Public Policy and Management Center, Wichita State University. September 2017, Mark Glaser.

City of Bel Aire Community Survey. Bel Aire, Kansas. January 2017, Mark A. Glaser.

Wichita-Sedgwick County Comprehensive Plan: Citizen Engagement in Strategic Investment Decisions. City of Wichita/Sedgwick County, Kansas. October 2014, Mark A. Glaser, Misty R. Bruckner and Corinne McGuire Bannon.

Engaging the Community in Strategic Public Education Decisions. Unified School District 259, Wichita, Kansas. January 2006. Mark A. Glaser et al.

A Systems Approach to the Study of Community Health: Voter Concerns, Investment Priorities, and Willingness to Pay Increased Taxes. Sedgwick County, Kansas. October 2004, Mark A. Glaser, H. Edward Flentje, Daniel J. Bryan and Misha C. Jacob.

An Assessment of Need and Willingness to Engage Faith-Based and Secular Community-Based Organizations: A National Study of Urban Local Governments. Fairfax County, Virginia. May 2004, Mark A. Glaser, Sarah W. Shangraw, Marguerite M. Kiely and Daniel J. Bryan.

Needs Assessment: A Survey of Community Stakeholders, Seward County United Way. Seward County, Kansas. February 2003, Mark A. Glaser, Nancy McCarthy Snyder, Daniel J. Bryan and Maggie E. Flanders.

An Internal Examination of Community Policing: Perceptions of Personnel. Wichita, Kansas. November 2002, Mark A. Glaser and Misty Bruckner.

A Community Sampler: Eight Immigrant and Refugee Communities with Public School Children. Fairfax County, Virginia. December 2000, Mark A. Glaser, Lee Parker, David Miller and Jennifer Evans.

City Officials Speak: A Membership Survey in Support of Strategic Planning, League of Kansas Municipalities. June 2000, Mark A. Glaser, H. Edward Flentje, David R. Miller and Linda K. Hamilton.

PUBLICATIONS AND TECHNICAL REPORTS (continued)

Making Education the Foundation for a Better Community: Honoring Community Values and Priorities. April 1999, Mark A. Glaser and Lee E. Parker.

Quality of Life Assessment of the Wichita African-American Community. December 1997, Mark A. Glaser, Joe P. Pisciotte and Stephanie Payton-Walker.

Honoring Citizen Values in Strategic Decision-Making: Citizen Demand Assessment, Quality of Life and Taxation. September 1997, Mark A. Glaser, Lee E. Parker, Robin Clements and Allison Ohlman.

Orange County Citizen Participation and Demand Assessment: "Citizens First!" May 1996, Mark A. Glaser, Robert B. Denhardt and Lee E. Parker.

Perceptions and Values of Middle School Students: A Study of Life Events and Opportunities Through Demand-Driven Recreation Programming. September 1995, Mark A. Glaser and Lee E. Parker.

An Assessment of Community Crime Conditions and Internal Operations of the Wichita Police Department: Perceptions of Officers. July 1995, Mark A. Glaser, Michael Palmiotto, Delores Craig and Lee Parker.

Citizen Satisfaction and Demand Assessment: Information-Based Strategic Planning for Daytona Beach, Florida. March 1995, Mark A. Glaser and Robert B. Denhardt.

Sedgwick County Juvenile Offender Profile Project: A Description and an Analysis. March 1995, Robin Clements, Mark Glaser, Lee Parker and Michael Pisciotte.

Stakeholder Evaluation of the South Apopka Project: A Partnership Between The Community of South Apopka And Orange County Government. September 1993, Mark Glaser, Michael Smith and Joseph Grubbs.

Stakeholder Evaluation of the South Apopka Project: A Partnership Between The Community of South Apopka and Orange County Government-Summary Report. August 1993, Mark Glaser.

Citizen Satisfaction and Demand Assessment: Port St. Lucie, Florida. January 1993, Mark Glaser and Robert Denhardt.

Preliminary Cultural Assessment--Wichita, Kansas. Community Cultural Assessment Team, July 1991, Mark Glaser, Janice McKinney and John D'Angelo.

City of Wichita 1991-92 Annual Budget: Performance Measures. The Department of Finance, November 1990, (ed.) Mark Glaser.

PUBLICATIONS AND TECHNICAL REPORTS (continued)

An Evaluation and Needs Assessment of the Wichita-Sedgwick County Salvation Army. Hugo Wall Center for Urban Studies, Wichita State University, September 1987, (eds.) Mark Glaser, Janice McKinney and Donna Urbom.

An Evaluation of the Wichita-Sedgwick County Department of Community Health-Family Planning Clinic. Hugo Wall Center for Urban Studies, Wichita State University, September 1985, (eds.) Mark Glaser and Kelly Humphries.

The Library Connection: A Study of Wichita Public Library Users and Usage. Hugo Wall Center for Urban Studies, Wichita State University, April 1984, (eds.) Mark Glaser, Gregory Lubelski and Kelly Humphries.

Local Units of Government in Sedgwick County: An Inventory of 1980 Revenues and Expenditures. Center for Urban Studies, Wichita State University, May 1982, Nancy McCarthy Snyder and Mark Glaser.

Housing Environment and the American Dream: Where to Now? Center for Urban Studies, Wichita State University, Spring 1977, (eds.) John Bardo and Mark Glaser.

PUBLICATIONS

"Building Capacity in Urban Communities and Schools: Community Collaboration and Willingness to Pay Increased Taxes." **International Journal of Public Administration and Policy Research**, 2 (1) 2015. Mark A. Glaser, Maria P. Aristigueta and Melissa Walker.

"Social Equity and the Public Interest." **Public Administration Review**, 72 (S1) 2012. Mark A. Glaser.

"Frederickson's Social Equity Agenda Applied: Public Support and Willingness to Pay." **Public Integrity**, 14 (1) 2011-12. Mark A. Glaser, W. Bartley Hildreth, Brandon McGuire and Corinne Bannon.

"Community Policing and Community Building: A Case Study of Officer Perceptions." **American Review of Public Administration**, 40 (3) 2010. Mark A. Glaser and Janet Vinzant Denhardt.

"Citizen Attachment: Building Sustainable Communities." **Government Finance Review**, 26 (5). 2010 Mark A. Glaser, Misty R. Bruckner and Corinne Bannon.

"Networks and Collaborative Solutions to Performance Measurement and Improvement in Sub-Saharan Africa." Mark A. Glaser, Chapter 4 in **Performance Accountability and Combating Corruption**. Anwar Shah (ed.) Washington, D.C.: World Bank, 2007: 89-131.

PUBLICATIONS (continued)

"Involving Citizens in the Decisions of Government and Community: Neighborhood-Based v. Government-Based Citizen Engagement." **Public Administration Quarterly**, 30 (1), 2006, Mark A. Glaser, Samuel J. Yeager and Lee E. Parker.

"Collaborative Community-Based Public Education and Neighborhood Schools: Assessments of Racial Harmony and Issues of Equity." **The Innovation Journal**, 11 (3), 2006, Mark A. Glaser, Nancy McCarthy Snyder, Patricia Stevens, Crystal Gile and Edward P. Young.

"Willingness to Pay for Capital Investments in Public Education: The Mitigating Influence of Community and Enlightened Self-Interest." **Public Integrity**, 6 (1), 2003-4, Mark A. Glaser, Maria P. Aristigueta and David R. Miller.

"Community of Choice or Ghetto of Last Resort: Community Development and the Viability of an African-American Community." Featured Article in **Review of Policy Research**, 20 (3), 2003, Mark A. Glaser, Lee E. Parker and Hong Li.

"Community v. Self-Interest: Citizen Perceptions of Schools as Civic Investments." **Journal of Public Administration Research and Theory**, 12 (1), 2002, Mark A. Glaser, Janet Vinzant Denhardt and Linda K. Hamilton.

"The Thin Blue Line Meets the Bottom Line of Community Policing." **International Journal of Organization Theory and Behavior**, 4 (1&2), 2001, Mark A. Glaser and Lee E. Parker

"The Paradox between Community and Self-Interest: Local Government, Neighborhoods, and Media." **Journal of Urban Affairs**, 23 (1), 2001, Mark A. Glaser, Lee E. Parker and Stephanie Payton.

"Harnessing the Resources of Community: The Ultimate Performance Agenda." **Public Productivity and Management Review**, 23 (4), 2000, Mark A. Glaser, Maria P. Aristigueta and Stephanie Payton.

"Local Government Performance through the Eyes of Citizens." **Journal of Public Budgeting, Accounting and Financial Management**, 12 (1), 2000, Mark A. Glaser and Robert B. Denhardt. Selected for the 1998 James E. Webb Award for the **Outstanding Paper** of the 1997 National Conference of the American Society for Public Administration.

"Citizen-driven Strategic Planning in Local Government: The Case of Orange County, Florida." Robert B. Denhardt, Kathryn G. Denhardt and Mark A. Glaser in the **Handbook of Strategic Management**, Second Edition, Editors Jack Rabin, Gerald J. Miller, W. Bartley Hildreth, 2000.

PUBLICATIONS (continued)

"Service Delivery Satisfaction and Willingness to Pay Taxes: Citizen Recognition of Local Government Performance." **Public Productivity and Management Review**, 23 (1) 1999, Mark A. Glaser and W. Bartley Hildreth.

"When Citizen Expectations Conflict with Budgetary Reality: Discontinuity between the Public's Demand for Services and its Willingness to Pay Taxes." **Journal of Public Budgeting, Accounting and Financial Management**, 11 (2) 1999, Mark A. Glaser and Robert B. Denhardt.

"Economic and Environmental Concerns and Local Development Policy: Tourism from the Perspective of the Host Population." **Public Works Management & Policy**, 3 (3) 1999, Mark A. Glaser and Robert B. Denhardt.

"Communities at Risk: A Community Perspective on Urban Social Problems." **National Civic Review**, 88 (2) 1999, Robert B. Denhardt and Mark A. Glaser.

"Prescription for the Ills of Superfund: Cost-Effective Solutions, Appropriate Financing and EPA Responsiveness." **Municipal Finance Journal**, 18 (3) 1997, Mark A. Glaser, Chris Cherches and Jack Brown.

"Local Government Sponsored Community Development: Exploring Relationships between Perceptions of Empowerment and Community Impact." **American Review of Public Administration**, 27 (1) 1997, Mark A. Glaser, Kathryn G. Denhardt and Joseph W. Grubbs.

"A Profile of Discontinuity between Citizen Demand and Willingness to Pay Taxes: Comprehensive Planning for Park and Recreation Investment." **Public Budgeting and Finance**, 16 (4) 1996, Mark A. Glaser and W. Bartley Hildreth.

"Materials Recycling and Reverse Channel Networks: A Public Policy Challenge." **Journal of Macromarketing**, 16 (1) 1996, Donald A. Fuller, Jeff Allen and Mark Glaser.

"Local Government Supported Community Development: Community Priorities and Issues of Autonomy." **Urban Affairs Review** (formerly **Urban Affairs Quarterly**), 31 (6) 1996, Mark A. Glaser, Mark D. Soskin and Michael Smith.

"Crime and Community-Based Intervention Strategies: Exploring Opportunities Through Partnerships Between Local Government and a Low-Income Community." **International Journal of Public Administration**, 19 (7) 1996, Mark A. Glaser, Robert B. Denhardt and Joseph W. Grubbs.

"Segmenting the Urban Economic Development Market: An Application of Strategic Marketing to a Public Policy Issue." **Journal Of Nonprofit And Public Sector Marketing**, 3 (2) 1995, John W. Bardo and Mark A. Glaser.

PUBLICATIONS (continued)

"A Five-Stage Approach for Improved Use of Citizen Surveys in Public Investment Decisions." **State and Local Government Review**, 26 (3) 1994, Mark A. Glaser and John W. Bardo.

"Security v. Park and Recreation Service Delivery: Reduced Effectiveness of Public Investment." **Journal of Urban Affairs**, 16 (4) 1994, Mark Glaser.

"Economic and Environmental Repair in the Shadow of Superfund: Local Government Leadership in Building Strategic Partnerships." **Economic Development Quarterly**, 8 (4) 1994, Mark Glaser.

"Reconciliation of Total Quality Management and Traditional Performance Improvement Tools: Program Evaluation, Performance Measurement and Performance Appraisal." **Public Productivity and Management Review**, 16 (4) 1993, Mark Glaser.

"Business Priorities and the Relative Importance of State and Local Economic Development Incentives." **International Journal of Public Administration**, 15 (8) 1992, Mark Glaser and Samuel Yeager.

"A Case for Aggressive Local Government Environmental Policy: Operating Under the Threat of Superfund." **National Civic Review**, Spring 1991, Mark Glaser and Chris Cherches.

"After the Alternative Elementary Program: A Promise of Continued Student Success?" **The Urban Review,** 24 (1) 1992, Mark Glaser, Winifred C. Larsen and Robin Salem Nichols.

"Local Government's Role in Groundwater Clean-up." **Public Management,** 74 (2) 1992, Mark Glaser and Chris Cherches. (Reprints: Kansas Government Journal, March, 1992; Brownfields Reuse Strategies, Cuyahoga County Planning Commission, Cleveland, Ohio, October, 1992)

"The Business Psyche: Exploring Relationships Between Local Quality of Life and City Image." **Public Administration Quarterly**, Fall 1991, Mark Glaser.

"Tailoring Performance Measurement to Fit the Organization: From Generic to Germane." **Public Productivity and Management Review,** 14 (3) 1991, Mark Glaser. (Reprinted in Competent Government: Theory and Practice - The Best of Public Productivity and Management Review 1985-1993. Editors Arie Halachmi and Marc Holzer. Chatelaine Press, 1995.)

"The Impact of Quality of Life on Recruitment and Retention of Key Personnel." **The American Review of Public Administration**, 21 (1) 1991, Mark Glaser and John Bardo.

PUBLICATIONS (continued)

"Listening to Business Executives: Labor Concerns for Job Conservation and Business Investment." **Economic Development Quarterly**, May 1991, Mark Glaser and Joe Pisciotte.

"Roads and Economic Development Policy for Wichita: Can We Get There From Here?" **Business and Economic Report**, 21 (4) 1991, Mark Glaser, Elizabeth Van Lauwe and Robin Salem Nichols.

"All Things Are Not Equal: The Value of Business Incentives." **Policy Studies Journal**, 18 (3) 1990, Mark Glaser and Samuel Yeager.

"Selecting Sound Investments for Community Development Corporations: Some Practical Advice from Executive Directors." **The Journal of Applied Sociology**, 3 (1) 1986, Scott Cummings and Mark Glaser.

"Redefinition of the Service Delivery Function of Community-Based Organizations." **Community Development Society,** 17 (1) 1986, Mark Glaser.

"Neighborhood Participation in Community Development: A Comparison of Strategic Approaches." **Population Research and Policy Review**, 4 1985, Scott Cummings and Mark Glaser.

"The Impact of Confused National Economic Development Policy." **The Journal of Urban Analysis and Public Management**, 8 (2) 1985, Mark Glaser and John Bardo.

"An Examination of the Perceived Effectiveness of Community Development Corporations: A Pilot Study." **Journal of Urban Affairs**, 5 (4) 1983, Scott Cummings and Mark Glaser.

OTHER PUBLICATIONS

“Improve Community Attachment.” Contributors to Government Finance Officers Association Financial Recovery Website, Mark A. Glaser and Corinne Bannon, http://www.gfoa.org/index.php?option=com_content&task=view&id=1286&Itemid=537, Accessed November 15, 2010.

“Sedgwick County Voters Speak on Strategic Directions for Community Health: A Summary Report.” Mark A. Glaser, H. Edward Flentje and Daniel Bryan in **Sedgwick County Assembly: Prescription for Healthy Citizens**, Editors Joe P. Pisciotte, S. Edwards Dismuke and Jo Turner, Wichita State University, 2004.

"Understanding Recycling Behavior: A Public Policy Perspective." **Marketing and Public Policy Conference Proceedings,** May 1994, Jeff Allen, Donald A. Fuller and Mark Glaser.

OTHER PUBLICATIONS (continued)

"Innovative Financing for Municipalities with Groundwater Contamination." **Transactions of the 42nd Environmental Conference**, University of Kansas, February, 1992, Chris Cherches and Mark Glaser.

"Local Government Performance and Community Involvement in Decision Making: Change, Innovation and Risk-taking." **Community Decision Making**, Wichita State University, 1991, Chris Cherches and Mark Glaser.

"Cutting Family Planning: Penny Wise, Pound Foolish." **Urban Resources**, Vol. 2 (3) 1985, Mark A. Glaser and Steve W. Batt.

"Organizations for Information Exchange: The Special Case of the Interagency Research Committee." **Urban Resources**, 2 (2) 1985, Mark Glaser.

"Is the Largest City in Kansas an Expensive Place to Live?" **Kansas Economic Indicators**, Quarterly Issue, December 1975, Mark Glaser.

ACADEMIC PRESENTATIONS/PAPERS

Paper "Building Community Capacity: The Public Interest, Coproduction and Demonstrated Trust." Mark A. Glaser, Misty R. Bruckner, Corinne Bannon and Deanna Carrithers. The 8th Sino-US International Conference for Public Administration, Renmin University of China, Beijing, China, June 2016.

Paper "Building Societal Capacity: Citizen Engagement Driven by the Public Interest and Demonstrated Trust." Mark A. Glaser and Misty R. Bruckner. Invited paper and presentation funded by the World Bank, Paris, France, October 2014.

Paper "Advancing the Public Interest and Community Control of the Local Government Agenda." Mark A. Glaser. The 75th National Conference of the American Society for Public Administration, Washington D.C., March 2014.

Paper Discussant H. George Frederickson Festschrift and Symposium. University of Kansas, Lawrence, Kansas, April 2012.

Paper "Building Sustainable Communities through Enduring Intergovernmental and Intersector Collaborative Networks." Mark A Glaser, Misty R. Bruckner and Brandon McGuire. The 7th Transatlantic Dialogue, Newark, New Jersey, June 2011

Paper "Public Interest, Sustainable Community, and Willingness to Pay: Public Support for Community-Based Health Care." Mark A. Glaser, Melissa Walker and Corinne Bannon. The 71st National Conference of the American Society for Public Administration, San Jose, California, April 2010.

ACADEMIC PRESENTATIONS/PAPERS (continued)

Paper "Frederickson's Social Equity Agenda Applied: Public Support and Willingness to Pay." Mark A. Glaser, W. Bartley Hildreth and Corinne Bannon. Social Equity and Leadership Conference, National Academy of Public Administration, Newark, New Jersey, June 2009.

Paper "Symbiosis between Government and Community: Community Attachment, Trust, and Willingness to Pay." Mark A. Glaser, John Wong and Corinne Bannon. The Fifth Transatlantic Dialogue, Washington D.C., June 2009. Summary discussion and link to this paper posted on the Fiscal First Aid website for Government Finance Officers Association (GFOA).

Paper "A Systems Approach with Networked Solutions for Community Development and Neighborhood Schools." Mark A. Glaser, Maria P. Aristigueta and Crystal L. Gile. The Fourth Transatlantic Dialogue, Milan, Italy, June 2008.

Paper "Social Equity in Urban Public Schools: Performance Challenges and Willingness to Pay." Mark A. Glaser and Yusi Zhen. The 38th Annual Meeting of the Urban Affairs Association, Baltimore, Maryland, April 2008.

Paper "Exploring the Viability of Community-Based Healthcare Networks in the United States: Community Attachment, Coproduction, and Willingness to Pay." Mark A. Glaser, Mark Patrick Martz, Shalae Hennessy-Harris, and Lisette T. Jacobson. The Third Transatlantic Dialogue, Newark, Delaware, June 2007.

Paper "Building Symbiotic Relationships between Disadvantaged Communities and Neighborhood Schools: Coproduction and Willingness to Pay Increased Taxes." Mark A. Glaser, Maria P. Aristigueta and Crystal L. Gile. The 68th National Conference of the American Society for Public Administration, Washington, D.C., March 2007.

Paper "Community Policing: Officer Views of Community and Neighborhood." Mark A. Glaser and Janet Vinzant Denhardt. The 36th Annual Meeting of the Urban Affairs Association, Montreal, Quebec, Canada, April 2006.

Paper "The New Public Service and Community: A Framework to Guide Local Government." Mark A. Glaser, Misha C. Jacob and Lesa L. Lank. Invited paper for the Founders Forum, Democratic Governance: Senior Scholar Spotlight on Robert B. Denhardt. The 66th Annual National Conference of the American Society for Public Administration, Milwaukee, Wisconsin, April 2005.

Paper "Local Government Collaboration with Faith-Based and Secular Community-Based Organizations: Insurmountable Barriers or Unlimited Opportunity." Mark A. Glaser, Sarah W. Shangraw, Marguerite M. Kiely and Daniel J. Bryan. The 34th Annual Meeting of the Urban Affairs Association, Washington, D.C., April 2004.

ACADEMIC PRESENTATIONS/PAPERS (continued)

Paper "The Essential Nature of the Community Agenda and Citizen Engagement: Responsiveness v. Community." Mark A. Glaser and Daniel J. Bryan. The 64th Annual National Conference of the American Society for Public Administration, Washington, D.C., March 2003.

Paper "The Political Viability of Neighborhood Schools and Community-Based Urban Education: Issues of Racial Harmony and Equity." Mark A. Glaser, Nancy McCarthy Snyder, Patricia Stevens and Edward Young. The 32nd Annual Meeting of the Urban Affairs Association, Boston, Massachusetts, March 2002.

Panel Discussant "The New Public Service: Theory and Practice." The 63rd Annual National Conference of the American Society for Public Administration, Phoenix, Arizona, March 2002.

Paper "Citizens Perceptions of Performance and Willingness to Pay Taxes: The Case of Public Education." Mark A. Glaser, W. Bartley Hildreth and Jennifer L. Evans. The 62nd Annual National Conference of the American Society for Public Administration, Newark, New Jersey, March 2001.

Panel Discussant "Teaching the Dreaded Research Methods Course." The 24th Annual Conference on Teaching Public Administration, Arizona State University, Tempe, Arizona, February 2001.

Paper "Willingness to Pay for Capital Investments in Public Education: The Mitigating Influence of Community and Enlightened Self-Interest." Mark A. Glaser, Maria P. Aristigueta and David R. Miller. The 22nd Annual Association for Public Policy Analysis & Management Research Conference, Seattle, Washington, November 2000.

Paper "Citizen Perceptions of Public School Performance as Measured through Community Return-On-Investment: Community v. Self-Interest." Mark A. Glaser, Janet Vinzant Denhardt and Linda K. Hamilton. Urban Affairs Association 30th Annual Meeting, Los Angeles, California, May 2000.

Paper "Centrifugal and Centripetal Forces Acting on an African-American Community." Mark A Glaser, and Lee E. Parker. Urban Affairs Association 29th Annual Meeting, Louisville, Kentucky, April 1999.

Paper "Citizen Connections to Local Government and Community: Grassroots v. Uniform Coverage Participation Vehicles." Mark A. Glaser and Lee E. Parker. The 60th National Conference of the American Society for Public Administration, Orlando, Florida, April 1999.

ACADEMIC PRESENTATIONS/PAPERS (continued)

Paper "Service Delivery Satisfaction and Willingness to Pay Taxes: Citizen Recognition of Local Government Performance." Mark A. Glaser and W. Bartley Hildreth. National Public Sector Productivity On-Line Conference, Performance Measurement and Performance Improvement, November 1998.

Presentation/Panel Teaching Engagement: Community Building. Mark A. Glaser. Annual Conference of the National Association of Schools of Public Affairs and Administration, Boise, Idaho, October 1998.

Paper "Citizen Attachment to Community and Neighborhood: A Foundation for Local Government Policy." Mark A. Glaser and Stephanie Payton-Walker. The 59th National Conference of the American Society for Public Administration, Seattle, Washington, May 1998.

Paper "Exploring Implications of Citizen Orientations: Neighborhoods, Community and Local Government." Mark A. Glaser, Lee E. Parker and Stephanie Payton-Walker. Urban Affairs Association 28th Annual Meeting, Fort Worth, Texas, May 1998.

Paper "Local Government Performance: Through the Eyes of Citizens." Mark A. Glaser and Robert B. Denhardt. The 58th National Conference of the American Society for Public Administration, Philadelphia, Pennsylvania, July 1997. Selected for the 1998 James E. Webb Award for the most outstanding paper of the 1997 National Conference of the American Society for Public Administration.

Paper "Political Volatility of Resource Allocation Decisions and the Fiscal Dilemma of Government: Discontinuity between Willingness to Pay Taxes and Demand for Public Investment." Mark A. Glaser and Robert B. Denhardt. Urban Affairs Association 27th Annual Meeting, Toronto, Canada, April 1997.

Paper "Standing at the Threshold of Community Policing: A Transitional View of the Community." Michael J. Palmiotto, Lee E. Parker and Mark A. Glaser. The 34th Meeting of the Academy of Criminal Justice Sciences, Louisville, Kentucky, March 1997.

Paper "Economic and Environmental Risk-Taking: Perceptions of the Appropriate Local Government Intervention by the Reluctant Tax-Payer." Mark A. Glaser and Robert B. Denhardt. The 57th National Conference of the American Society for Public Administration, Atlanta, Georgia, June 1996.

Paper "A Profile of Discontinuity between Citizen Demand and Willingness to Pay Taxes." Mark A. Glaser and W. Bartley Hildreth. Urban Affairs Association 26th Annual Meeting, New York, New York, March 1996.

ACADEMIC PRESENTATIONS/PAPERS (continued)

Paper "Exploring Critical Linkages Between Youth and Community Development: The Case of a Local Government Sponsored Community Organization." Mark Glaser, Kathryn Denhardt and Joseph Grubbs. The National Conference for the American Society for Public Administration, San Antonio, Texas, July 1995.

Paper "Critical Partnerships and Community Organization: Local Government Intervention and the Formation of a Community-Based Organization." Mark Glaser, Kathryn Denhardt and Joseph Grubbs. Urban Affairs Association 25th Annual Meeting, Portland, Oregon, May 1995.

Paper "Communities at Risk: A Community Perspective on Urban Social Problems." Kathryn Denhardt, Robert Denhardt, Mark Glaser and Joseph Grubbs. The Southeastern Conference for Public Administration, Lexington, Kentucky, October 1994.

Paper "Victimization, Fear of Crime and the Effectiveness of Community-Based Organizations: A Partnership Between Local Government and a Low-Income Community." Mark Glaser, Robert Denhardt and Joseph Grubbs. The National Conference for the American Society for Public Administration, Kansas City, Missouri, July 1994.

Paper "Understanding Recycling Behavior: A Public Policy Perspective." Jeff Allen, Donald A. Fuller and Mark Glaser. The Marketing and Public Policy Conference, Washington, D.C., May 1994.

Paper "A Partnership between Local Government and a Low-Income Community: Community Leader Perspectives on Community-Based Investments." Mark Glaser, Mark Soskin and Michael Smith. Urban Affairs Association 24th Annual Meeting, New Orleans, Louisiana, March 1994.

Paper "Citizen Involvement in Government and Vestiges of Maximum Feasible Participation: Democracy or Confusion?" Mark Glaser and Joe Pisciotte. Southeastern Conference of Public Administration, Cocoa, Florida, October 1993.

Paper "Geographic Information System: Manager's Tool or Planner's Play-Toy." Stacey Smelser and Mark Glaser. Southeastern Conference of Public Administration, Cocoa, Florida, October 1993.

Paper "Self-Image of Domestic Violence Offenders." Sue Mahan and Mark Glaser. American Society of Criminology, Phoenix, Arizona, October 1993.

Paper "Operating Under the Quality Umbrella: Citizen Service Priorities and Effective Use of Limited Resources in Local Government." Mark Glaser. The National Conference for the American Society for Public Administration, San Francisco, California, July 1993.

ACADEMIC PRESENTATIONS/PAPERS (continued)

Panel Moderator and Paper Panel: "Issues Surrounding the Provision of Public Services." Paper: "Reduced Effectiveness of Public Investment: Security as a Barrier to Park and Recreation Service Delivery." Mark Glaser. Urban Affairs Association 23rd Annual Meeting, Indianapolis, Indiana, April 1993.

Paper "Reconciliation of Total Quality Management and Traditional Performance Improvement Tools." Mark Glaser. The Fifth National Public Sector Productivity Improvement Conference, Rutgers University, Newark, New Jersey, June 1992.

Paper "Innovative Financing for Municipalities With Groundwater Contamination." Chris Cherches and Mark Glaser. 42nd University of Kansas Environmental Engineering Conference, Lawrence, Kansas, February 1992.

Paper "Policy Implications for Job Conservation and Business Development: Listening to Business About Labor Priorities." Mark Glaser and Joe Pisciotte. Urban Affairs Association 21st Annual Meeting, Vancouver, British Columbia, April 1991.

Paper "Strategic Marketing and Strategic Planning for Economic Development: Implications for Small Cities." John Bardo and Mark Glaser. National Planning Conference, American Planning Association, Denver, Colorado, April 1990.

Paper "Quality of Life Determinants of City Image." Mark Glaser. Urban Affairs Association 18th Annual Meeting, St. Louis, Missouri, March 1988.

Paper "Federal Policy Confusion and Community Based Organizations." Mark Glaser and John Bardo. North Central Sociological Association, Columbus, Ohio, April 1983.

Panel "Major Issues Confronting State and Local Governments." Discussion Topic: Enterprise Zones. Kansas Political Science Association, Emporia, Kansas, April 1983.

Panel Community Section. Discussant on urban related issues and problems. Southwestern Social Science Association, Dallas, Texas, March 1981.

Panel "Using the Community Development Corporation as a Model for Re-structuring the Institutions of the Low Income Neighborhood." Southwestern Social Science Association, Houston, Texas, April 1980.

PROFESSIONAL PRESENTATIONS

Presentation "Fairmount Neighborhood: Survey Research Results." Faculty Senate, Wichita State University, January 2018.

PROFESSIONAL PRESENTATIONS (continued)

Presentation "Fairmount Neighborhood through the Eyes of Residents - Part 3: Support of Area Economic Development." Experimental Engineering Building, Wichita State University, December 2017.

Presentation "Fairmount Neighborhood through the Eyes of Residents - Part 2: Household Needs Assessment." Fairmount Coffee Company, November 2017

Presentation "Fairmount Neighborhood through the Eyes of Residents - Part 1: Neighborhood Development Guided by the Public Interest." Fairmount Park Community Center, September 2017

Presentation "Citizen Engagement and Building Public Value." Emerging Leaders Academy, University of Kansas, Wichita, Kansas, October 2013.

Presentation "Collaborative Partnerships and the Comprehensive Plan." The Kansas Chapter of the American Planning Association, Manhattan, Kansas, October 2013.

Presentation "A New Way of Engaging Citizens: The Value of an Invitation, The Necessity of Information, and How a Multifaceted Approach Makes All the Difference." The 99th Annual Conference of the International City/County Management Association, Boston, Massachusetts September 2013.

Presentation "Strengthening Connections between Neighborhood and Community Well-Being." Keynote speaker for Neighborhood University, Wichita Independent Neighborhoods, Wichita, Kansas September 2013.

Presentation Wichita-Sedgwick County Community Investments Plan Steering Committee. Wichita, Kansas May 2013.

Presentation "Building Sustainable Communities." Command Staff, Wichita Police Department, January 2011.

Presentation "Building Sustainable Communities." Hugo Wall Day, Wichita, Kansas, September 2010.

Presentation "Building Partnerships: Positive Political Skills at City Hall." Kansas Municipal Clerks Certification Institute, Wichita, Kansas, November 2008.

Presentation/Seminar Conducted the "Preparing Future Faculties" Seminar series for doctoral students at Arizona State University. The seminar focused on methodology for blending teaching, research, and community service strengthening the bridge between theory and practice. Phoenix, Arizona, October 2008, February 2010.

PROFESSIONAL PRESENTATIONS (continued)

Panel "Faculty Forum: The Financial Crisis and Local Government" Area Managers Seminar, Wichita, Kansas, October 2008,

Keynote Address "From Government to Governance." Annual Winter Meeting of the Kansas Association of City/County Management, Wichita, Kansas, February 2008.

Presentation "Community Problem Solving." MiniMPA Session, February 2011, February 2012.

Presentation "Meeting Customer and Community Expectations." MiniMPA Session, March 2002, October 2003, October 2004, October 2005, October 2006, October 2007, October 2008, November 2009.

Presentation "Managing Networks." MiniMPA Session, March 2008, March 2009, April 2010.

Panel Moderator "The Dance of Leadership" Robert B. Denhardt." The 12th Annual Midwest Regional Public Finance Conference, Wichita, Kansas, February 2007.

Presentation "Survey Research Findings: Engaging Citizens in Strategic Investment Decisions." Wichita Board of Education, January 2006.

Presentation "Community Partnerships: Local Governments and Nonprofit Agencies." Joint session of the Area Managers Seminar and the Nonprofit Executives Seminar, Wichita, Kansas, September, 2004.

Presentation "Sedgwick County Public Health Survey Results." Sedgwick County Assembly: Prescription for Healthy Citizens, Wichita, Kansas, March 12, 2004.

Panel Moderator "Citizen-Initiated Performance Assessment: Applying the Nationally-Recognized Iowa Approach for Achieving Collaboration between Citizens, Elected Officials and Staff." The 9th Annual Midwest Regional Public Finance Conference, Wichita, Kansas, February 2004.

Presentation –Neighborhood Assistant Staff Retreat, City of Wichita, Kansas. February 2003.

Moderator –Area Managers Seminar "Engaging Citizens: How Social Capital Makes It Easier for Elected Officials to Govern and Managers to Manage." December 2002.

Presentation/Training "How to Conduct Surveys." Community Policing Beat Coordinator Training for the Wichita-Sedgwick County Law Enforcement Training Center, September 2002.

PROFESSIONAL PRESENTATIONS (continued)

Presentation "Find Out What Citizens Really Think: How to Conduct a Citizen Survey." Kansas County Commissioners Annual Conference, May 2002.

Presentation "City Officials Speak: Visions of the Future of the Kansas League of Municipalities." Area Managers Seminar, September 2000.

Presentation "Connecting Citizens and the Community." Keynote speaker for the City of Wichita District Advisory Board Orientation, April 2000.

Presentation "Citizen Satisfaction and Willingness to Pay." Annual Mid-Winter Meeting of the Kansas Association of City/County Management, March 2000.

Presentations "Making Education the Foundation for a Better Community." Joint Meeting of the Wichita Public Schools Board of Education, Wichita City Council, and the Sedgwick County Board of Commissioners, April 1999; Citizen Advisory Commission, Unified School District 259, May 1999.

Presentation "Evaluating Programs: Are You Accomplishing Your Goals?" Executive Issues Seminars, Regional Community Policing Training Institute and the Mid-West Criminal Justice Institute at Wichita State University, March 1999.

Round Table Discussion Leader "Considerations in Using Performance Measurement in the Work Place." Kansas Association of Counties, November 1998.

Presentation "Citizen-Government Relations and Expectations." Sedgwick County/City of Wichita Local Government Executive Development Institute, September 1998.

Presentation Using citizen input in the development of a comprehensive plan, Planning Subcommittee, Wichita-Sedgwick County Metropolitan Area Planning Department, January 1998.

Presentation Demand for city bus service and recognition of community responsibility, Wichita Transit Advisory Board, October 1997.

Presentation Citizen satisfaction, demand for services, and attachment to community, neighborhood and city government, City Council, Wichita, Kansas. October 1997.

Presentation Citizen satisfaction with city service delivery and demand for investment, management team for the City of Wichita, Kansas. September 1997.

Round Table Discussion Leader "Understanding Citizens and Building Relationships between Community and Local Government." City Council Orientation, Institute for Municipal Leadership, Wichita State University, June 1997.

PROFESSIONAL PRESENTATIONS (continued)

Presentation/Training "How to Conduct Surveys." Community Policing Training, City of Wichita, Kansas, March 1997.

Presentation/Panel "Performance Measurement and Bench marking: Moving from the Generic to the Germane." Midwest Regional Public Finance Conference, Kansas Public Finance Center, Wichita State University, January 1997.

Presentation/Panel Citizen forum on building trust in Orange County government. Videotaped for broadcast on WMFE Channel 24 and Orange TV, Orlando, Florida, September 1996.

Presentation/Discussion Citizen perceptions of local government. Selected citizens from Orange County, Orlando, Florida, May 1996.

Presentation/Discussion "Willingness to Pay: Citizen Alienation and Public Finance." Research Associates of the Kansas Public Finance Center, Wichita State University, May 1996.

Presentation Performance Measurement in Higher Education. Academic Affairs Management Group, Wichita State University. April 1996.

Presentation Session: Performance Measurement in Government. Kansas Public Finance Center Conference. Wichita State University. February 1996.

Presentation Citizen alienation and demand for local government services. Orange County Board of Commissioners and management team. Orlando, Florida, January 1996.

Presentation Performance Budgeting Symposium, Division of the Budget, State of Kansas. Mark Glaser, Principles of Performance Measurement; W. Bartley Hildreth, Ties to the Budget/Efficiency Measurement. Topeka, Kansas, March 1995.

Presentation "Is There Life in Cleveland After CERCLA? A Symposium On Brownfields Redevelopment Strategies." Cuyahoga County Planning Commission, Cleveland, Ohio, October 1992.

Presentation "Progress Report: Groundwater Remediation Policy." Women In Energy, Wichita, Kansas, April 1992.

Paper/Presentation "Community-Based Groundwater Clean-up Policy and the Convergence of Economic and Environmental Issues." Chris Cherches and Mark Glaser. International Environmental Conference - "Urban Engineering and the Environment: What Strategies for the Future." Recherche Development International, Lyons, France, November 1992.

PROFESSIONAL PRESENTATIONS (continued)

Paper/Presentation "Proactive Environmental Policy by Local Government: Addressing the Threat of Superfund." by Mark Glaser and Chris Cherches, National Conference sponsored by the Northeast-Midwest Institute: The Center for Regional Policy, (Washington, D.C.), Chicago, Illinois, June 1991. (Published in New Life for Old Buildings: Confronting the Environmental and Economic Issues to Industrial Reuse, Northeast-Midwest Institute, Washington, D.C., 1991; Reprinted in Revival of Contaminated Industrial Sites: Case Studies, Northeast-Midwest Institute, 1992; Reprinted in Brownfields Reuse Strategies: A Local Development Symposium by the Cuyahoga County Planning Commission, Cleveland, Ohio, 1992.)

Paper/Presentation "Local Government in a Leadership Role in Groundwater Clean-up and Preservation: Preempting Superfund and Protection of the Local Economy." Mark Glaser and Chris Cherches, International City Management Association's 77th Annual Conference, Boston, Massachusetts, September 1991.

Presentation "Superfund and Groundwater Remediation Policy in Wichita." Wichita Area Association of Realtors, October 1990.

Instructor Supervisory Development Seminars. Academy for Professional Development of Public Managers and Supervisors, Center for Urban Studies, Wichita State University. Topics include leadership, organizational change, organization structure, discipline, March 1981 -April 1990.

Panel "Neighborhood Training Program" for the Salvation Army. This program was designed to help the Wichita Area Salvation Army better understand the problems of low-income neighborhoods and the effective use of neighborhood-based action, January 1990.

Presentation Small Community Survival: Economic Building Blocks (A workshop for community leaders). Presentation title: "Incentives - Who Wants What?" Wichita, Kansas, September 1988.

Panel Co-Presentation with Jerry Mallot (Executive Director of the Wichita Area Chamber of Commerce) and Don Slawson (Slawson Companies) on "The Wichita/Sedgwick County Long Range Planning Task Force: Where Do We Go From Here." - Wichita Area Managers Seminar, Spring 1987.

Panel Development of programs on humanities related issues. Presentation on housing program. Kansas Committee for the Humanities, Wichita, Kansas, Spring 1977.

Panel Public school educational issues. Discussion Group Chairperson on educational issues. Wichita Public Schools Educational Conference, Wichita, Kansas, Spring 1977.

PROFESSIONAL PRESENTATIONS (continued)

Panel Issues related to the low-income population. "The Other Kansans." Group Discussion Leader. Wichita Community Action Agency/Kansas Committee for the Humanities, Wichita, Kansas, Spring 1977.

Panel Housing issues for the state of Kansas. Kansas Chapter of the National Association of Housing and Redevelopment, Wichita, Kansas, Spring 1976.

UNIVERSITY SERVICE

Member -Brookings Visitation Team, Washington, D.C. Sponsored by the Office of the President, Wichita State University, January 2018

College Council Representative –Fairmount College of Liberal Arts and Sciences, September 2017 – May 2018.

Member - Promotion Committee, Hugo Wall School of Public Affairs, Wichita State University, 2017.

Committee Outside Member –Dean's appointment to the School of Social Work, Fairmount College of Liberal Arts and Sciences faculty promotion committee, Fall 2012.

Chair - Tenure Committee, Hugo Wall School of Urban and Public Affairs, Wichita State University, 2011.

Chair - Untenured Faculty Evaluation Committee, Hugo Wall School of Urban and Public Affairs, Wichita State University, 2006; 2007; 2010.

Committee Member – Selection of a Public Affairs Associate, Center for Urban Studies, Wichita State University, May 2007.

Committee Member – Graduate Assistant Selection Committee, Hugo Wall School of Urban and Public Affairs, Wichita State University, Spring 2006.

Committee Member – Dean's appointment to the Fairmount College of Liberal Arts and Sciences Tenure and Promotion Committee, Fall 2003-2004.

Committee Member –Assistant/Associate Professor Search Committee for the Master of Public Administration program, Spring and Fall 2005.

Committee Member - Untenured Faculty Evaluation Committee, Hugo Wall School of Urban and Public Affairs, Wichita State University, 1997; 1999.

UNIVERSITY SERVICE (continued)

Committee Member -Hugo Wall School of Urban and Public Affairs Graduate Assistantship Selection Committee, Wichita State University, 1998-99, 2005.

Committee Member - Bachelor of General Studies Faculty Committee, Fairmount College of Liberal Arts and Sciences, Wichita State University, September 1997 - October, 1998.

Committee Member - Committee for the Assessment of Teaching, Research and Service Responsibilities of Faculty, Hugo Wall School of Urban and Public Affairs, Wichita State University, October 1996 - January 1997.

Committee Member - Director Search Committee, Hugo Wall School of Urban and Public Affairs, Wichita State University, April - June 1996.

Committee Member -Alumni Award Committee, Master of Public Administration program, Wichita State University, May 1996.

Committee Member -Ad Hoc North Central Association Re-accreditation Committee for self study through faculty institutional assessments, Graduate School, Wichita State University, November 1995.

Committee Member -Assistant Professor Recruitment Committee for Administration of Justice, Wichita State University, February - May 1995.

Committee Member -Enrollment Task Force for the Fairmount College of Liberal Arts and Sciences, Wichita State University, October 1994 - January 1995.

Committee Member -Faculty Affairs Committee, College of Health and Public Affairs, University of Central Florida, September 1992 - May 1994.

Committee Member -Committee for Faculty Evaluation, Department of Public Administration, University of Central Florida, September 1993 - July 1994.

Committee Chairperson -Selection Committee for 1992-93 Outstanding Public Administration Students, Department of Public Administration, University of Central Florida, March 1993.

Committee Member -QUEST Quality Conference Planning Committee, Center for Productivity Enhancement, Wichita State University, September 1991 - May 1992.

Committee Member -Graduate School Assistant Dean Search Committee, Wichita State University, 1988.

UNIVERSITY SERVICE (continued)

Committee Member -University Senate Library Policy Committee, Wichita State University, 1986-1987.

Committee Member -Wichita State University Research and Graduate Educational Task Force for North Central Association Reaccreditation, 1986.

Committee Chairperson -Vice-president of Academic Affairs Sub-committee for Statistical Analysis of the Wichita State University service area - Regents Mission Development, 1987.

Committee Member -Wichita State University Traffic Policy Committee, 1987.

Committee Member -Faculty Representative to the Master of Public Administration Graduate Student Association, Wichita State University, 1981-85, 1986-90.

Committee Chairperson -Master of Public Administration Graduate Assistantship Selection Committee, Wichita State University, 1985-86.

Committee Member -Wichita State University Faculty Grievance Review Committee, 1983-84.

Committee Chairperson -Master of Urban Affairs Recruitment Committee, Wichita State University, Fall 1984.

Committee Member -Curriculum Revision Committee, Master of Public Administration Program, Wichita State University, 1987-88.

Committee Member -Graduate Assistantship Selection Committee, Center for Urban Studies, Wichita State University, 1982-83, 1985-86, 1986-87, 1987-88, 1988-89.

Committee Member -Curriculum Revision Committee, Master of Urban Affairs Program, Wichita State University, 1982.

Committee Member -Institute for Urban Studies Director Search Committee, University of Texas at Arlington, 1980.

Committee Member -Faculty Evaluation Guideline Committee, Institute for Urban Studies, University of Texas at Arlington, 1980.

COMMUNITY SERVICE

Member –Grants Review Committee, CDBG & HOME grant applications for 2012-2013, City of Wichita.

COMMUNITY SERVICE (continued)

Member –Health Access Implementation, Coordination Work Group, August 2007 –June 2008.

Member –Executive Steering Team for the Sedgwick County Health Access Summit, March – August 2007.

Citizen Involvement Taskforce, City of Wichita. -Member of a Taskforce that made recommendations to the Wichita City Council about vehicles for citizen participation, August 1999.

Project Policy Board -International City/County Management Association Comparative Performance Consortium - A national Consortium of city managers and administrators formed under the auspices of ICMA with the mission of enhancing performance in local government by developing comparative performance measures for large cities. February 1995 - October, 1998.

Neighborhood Services Taskforce - Member of a taskforce assigned the responsibility of making recommendations for neighborhood service delivery including modifications of organization structure for the City of Wichita, March - April 1997.

Youth Recreational Alliance - Membership on the local government/nonprofit organization Youth Recreational Alliance advisory committee. Chairperson of the subcommittee to measure youth recreational demand. Wichita, Kansas, October 1994 - April 1995.

Member - Wichita-Sedgwick County Neighborhood Initiative Resource and Support Team, September 1994 - April 1995.

Member - Daytona Beach Leadership Council, July 1993 - May 1994.

Assessor and Team Leader in the Deputy Police Chief Assessment Center, Personnel Division, City of Wichita, Kansas, March 1992.

Assessor in the Fire Captain Assessment Center, Personnel Division, City of Wichita, Kansas, April 1991.

Ex-officio Member/City Manager's Staff for the Public Art Advisory Board to the City Council, City of Wichita, January -March 1991.

Membership on the Environmental Consultant Interview panel for the Remediation Investigation/Feasibility Study of groundwater contamination in the central business.

Vice-Chairperson for the Concurrent Session on Community-based Initiatives, Symposium on Affordable Housing, sponsored by the Office of the Mayor, Wichita, Kansas, March 1989.

COMMUNITY SERVICE (continued)

Reappointment to the Economic Development Sub-committee - Strategic Planning for the City of Wichita, Kansas, 1988-89

Chairperson - Site Selection Committee, Wichita Habitat for Humanity, August 1986 - October 1988.

Consultant for the State of Kansas in the Federal District Court case Valdez v. State of Kansas, Social and Rehabilitative Services Department.

Appointment to the Economic Development Subcommittee - Strategic Planning for the City of Wichita, Kansas, 1986-87.

Executive Committee, Interagency Research Committee, Wichita, Kansas, 1986-87.

Chairperson, Committee for the Selection of the Recipient of the Excellence in Public Service Award, Wichita, Kansas Chapter, American Society for Public Administration, 1986.

Board of Directors, Wichita Habitat for Humanity - Low-income housing development, August 1986 - October 1988.

American Society for Public Administration Council Member, Wichita, Kansas Chapter, 1985-86.

Membership on the Wichita-Sedgwick County Metropolitan Area Planning Department, 1990 Census Statistical Areas Committee, 1985-86.

Chairperson, Interagency Research Committee - Designed to bring public and private sector organizations together for the purpose of data and research information exchange, Wichita, Kansas, 1985.

Vice-Chairperson, Interagency Research Committee, Wichita, Kansas, 1984.

Wichita Public Schools, Research Advisory Committee, 1978.

Wichita Public Schools Educational Conference Planning Committee, 1978.

Wichita Community Action Agency, Kansas Committee for the Humanities Steering Committee, "The Other Kansans" project, 1976.

AREAS OF STUDY

Citizen Engagement
Community Attachment and the Public Interest
Demonstrated Trust
Intergovernmental and Intersector Collaborative Networks
Community Development and Neighborhood Based Organizations
Research Methods
Policy/Program Evaluation
Urban Environmental Policy
Urban Educational Policy
Performance Measurement and Improvement

COURSES TAUGHT

Community Networks: Intergovernmental and Intersector Collaboration
Research Methods
Applied Statistics/Writing with Quantitative Evidence
Program/Policy Evaluation
Urban Policy Analysis
Performance Measurement
Introduction to Public Administration
Urban Affairs I: Overview of Urban Concerns and Governance
Urban Affairs II: Applied Urban Research Projects