

CURRICULUM VITA

Anna A. Filipova, Ph.D.

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EDUCATION

- 2007 **Western Michigan University**, Ph.D. in Public Administration; GPA 4.00; Summer Exams (Honors in Qualitative Research); Dissertation Title: Perceived organizational support and ethical climates as predictors of turnover intention of licensed nurses in skilled nursing facilities; Dissertation Chair: Matthew S. Mingus, Ph.D.
- 2002 **Saginaw Valley State University**, Master of Arts in Leadership in Public Administration, GPA 3.97, *Specialization:* Human Services Administration and Program Development for Human Services Organizations
- 1994 **St. Cyril and St. Methodius University of Veliko Turnovo, Bulgaria**, Master of Arts in English Philology; *Qualification:* Specialist in English Philology and Instructor in English Language & Literature; *Specialization:* Comparative Linguistics; Socio-Political & Science-Technical English-Bulgarian and Bulgarian-English Translation

ADMINISTRATIVE APPOINTMENTS

University of Wisconsin Oshkosh

Department of Public Administration | 800 Algoma Blvd, Oshkosh, WI 54901

June 1, 2018 – June, 2021 **Chair** of Department of Public Administration
June 1, 2015 – June, 2018 **Chair** of Department of Public Administration

Coordinator of Master of Public Administration Program

Primary Duties: preparing reports; organizing and convening meetings; supervising graduate assistants; overseeing faculty and staff, including instructional academic staff recruitment, hiring, and evaluation processes; designating mentors and mentoring new faculty and staff; maintaining personnel records; approving travel for academic purposes; addressing conflicts; responding to applicant and student inquiries about all programs; assigning advisors; coordinating all student recruitment efforts, including attendance at recruiting events; overseeing the annual selection of the MPA Hintz Award and honor award winners; supervising the programs review and assessment processes; submitting all paperwork with curriculum creation/modification/deletion; ensuring the department equipment; overseeing the annual budget; overseeing the expenditures from accounts; coordinating the delivery of courses with other units in the UW Oshkosh.

FACULTY APPOINTMENTS

University of Wisconsin Oshkosh (UWO)

Department of Public Administration | 800 Algoma Blvd, Oshkosh, WI 54901

- Fall 2018 **Professor** (September 1, 2018)
- Fall 2013 **Associate Professor** (granted early tenure, September 1, 2013)
- Fall 2012 **Associate Professor** (promoted, September 1, 2012, tenure-track) 2009-2012
Assistant Professor (tenure-track)
Primary Duties: teaching core courses in the MPA program (MPA 723, 715, and 742); teaching MPA elective courses in the health agency administration emphasis and the Graduate Healthcare Management Certificate program (MPA 762, 773, 729); teaching other non-load courses (internship, thesis, field project, independent study); teaching occasionally undergraduate public administration courses through OCE (PUB ADM 362, 221, & 364); being engaged in research, publication, professional development, and research dissemination; and being involved in institutional, professional, and public service.

Western Michigan University (WMU)

School of Public Affairs and Administration (SPAA) | 220 E Walwood Hall, Kalamazoo, MI

- 2007-2009 **Assistant Professor** (full-time, term, starting fall 2017)
- 2006 **Professional Instructor** (adjunct; summer 2016)
Primary Duties: teaching graduate and doctoral courses; advising graduate students in WMU Lansing campus; serving the SPAA in other aspects (e.g., standing committees).

“Georgi Benkovski” Air Force Academy (AFA)

Department of Foreign Languages | 5856 City of Dolna Mitropolia, Bulgaria

- 1994-2000 **Assistant Professor** (full-time/permanent, civilian)
Primary Duties: teaching British and American English as a second language to cadets and officers; and conducting university and professional service.

GRADUATE ASSISTANTSHIPS

Western Michigan University (WMU)

School of Public Affairs and Administration (SPAA) | 220 E Walwood Hall, Kalamazoo, MI

- 2005-2007 **Graduate Teaching Assistant**
Primary Duties: designed and **sole-taught** three master’s courses in human resources, organization theory and behavior, and organization development.
- 2003-2005 **Graduate Research Assistant**
Primary Duties: completing 600 hours of research service activities such as conducting library and archival research and diagnostic analysis of statistical data on diverse healthcare administration related topics.

GRADUATE RESEARCH & TRAVEL AWARDS, HONORS & FELLOWSHIP

Western Michigan University (WMU)

School of Public Affairs and Administration (SPAA) | 220 E Walwood Hall, Kalamazoo, MI

- 2008 **National Honor Society of Phi Kappa Phi**, WMU-Chapter 248
The Honor Society of Phi Kappa Phi recognizes “academic work of extraordinary quality, exemplary leadership, and research that advances human knowledge”
- 2006 **Student Award Program Grant (External Grant)**
The Blue Cross Blue Shield of Michigan Foundation; **Awarded:** \$3,000
Won a state-competitive grant that sponsored research on potential facilitators and barriers to the retention of licensed nurses in skilled nursing facilities in Michigan
- 2006 **Graduate Student Research & Travel Funds**
Awarded: \$600 for dissertation research
- 2006 **Grand Rapids Fire Department, Grand Rapids, Michigan (External Contract)**
Research: “Fire Department Organization and Employee Satisfaction Survey”; **Contract Award:** \$1,000
Conducted compilation and statistical analysis of employee survey data, and wrote a report for the Grand Rapids Fire Department, Michigan.
- 2006 **Graduate Student Research & Travel Funds**
Awarded: \$600 travel for presentation at the 64th Midwest Political Science Association Annual National Conference, Chicago, Illinois, April 2006.
- 2005 **National Honor Society for Public Affairs & Administration**, Pi Alpha Alpha, WMU
The Global Honor Society for Public Affairs and Administration “recognizes outstanding scholarship and accomplishment in public affairs and administration.”
- 2004 **Fellow of the National Science Foundation Research Ethics**, UWU
A semester of full-time training in the program “Research Ethics: An Institutional Change Model” at Western Michigan University.

TEACHING EFFECTIVENESS

AWARDS FOR TEACHING EXCELLENCE & NOMINATIONS

- 2016 **2016 Edward M. Penson Distinguished Teaching Award**
 UW Oshkosh Foundation; Awarded: \$1,000
 The Edward M. Penson Award recipients are selected based on their teaching excellence, service, professional commitment, and scholarly growth.
- 2014 **2014 Edward M. Penson Faculty Award**
 UW Oshkosh Foundation; Awarded: \$1,000
 The Edward M. Penson Award recognizes faculty members who have made significant contributions to their colleges and the University.
- 2019 Nominated for the **2019 Regents Teaching Excellence Awards**
- 2020 Nominated for the **2020 Regents Teaching Excellence Awards**

COURSES TAUGHT

	UW Oshkosh Public Administration Department 2009-Present	WMU School of Public Affairs and Administration 2006-2009	Air Force Academy Bulgaria 1994-2000
Doctoral		PADM 6610 Intellectual History of Public Administration	
Masters On-campus and 100% Online	1. MPA 715 Leadership and Ethics 2. MPA 723 Organization Theory and Practice 3. MPA 742 Human Resources Management in the Public Sector 4. MPA 729 Healthcare Organization and Management 5. MPA 762 Healthcare Administration Law 6. MPA 773 Health Care Policy 7. MPA 750 Strategic Planning in Public & Nonprofit Organizations 8. MPA 750 Strategic Planning in Health Care Organizations (taught in fall 2009) 9. MPA 790 Field Project* 10. MPA 792 Thesis* 11. MPA 796 Independent Study* 12. MPA 795 Internship*	1. PADM 6080 Organization Theory & Behavior 2. PADM 6090 Organization Development 3. PADM 6270 Human Resources Management 4. PADM 6060 Applied Research Methods 5. PADM 6481 Strategic and Program Planning	British English for Aviation Purposes General British English American English for Military Purposes
Bachelors 100% Online	1. PA 364 Administrative Leadership & Behavior 2. PA 362 Public Personnel 3. PA 221 Introduction to Public Administration 4. Liberal Studies 436: Senior Project		

*Courses taught not for load.

SUPERVISED STUDENT PROJECTS

Thesis Chair (non-load)

- 2017 "The High Cost for Wisconsin: Underinsured Seek Emergency Departments to Fulfill Dental Needs"
- 2015 "An Assessment of University Students Binge Eating and Its Impact on Work and School Productivity"

Field Project: First Reader (non-load)

- 2014 "Areas of Electronic Medical Records Impacts in Nursing Practices"
- 2014 "Emergency Medical Treatment and Labor Act & Its Impact on Patient Dumping"
- 2012 "Veteran Services in Wisconsin's Public Colleges and Universities"
- 2010 "The Role of Interpersonal, Mass Media, and Internet on Health Behaviors"

Independent Study (non-load)

- 2019 "History of Mental Health Policy"
- 2018 "Ethics and Law in Health Care"

Internship (non-load)

- 2019 "UW Oshkosh Sponsored Programs"

Credit for Prior Learning (CPR) Assessor

- 2018 CPR Assessor for PUB ADM 364 for OCE Leadership Development major.
- 2017 CPR Assessor for PUB ADM 362 for OCE FERM major.
- 2016 CPR Assessor for PUB ADM 362 for OCE FERM major.

Faculty Advisor of Student Presentations at the University Celebration of Scholarship

- 2016 "The High Cost for Wisconsin: Underinsured Seek Emergency Departments to Fulfill Dental Needs." (Student Presenter: Kathryn Scheeler). 23rd Annual Student Research & Creative Activities Day, April 26, 2016
- 2015 "Fraudulent Billing and Improper Medicare and Medicaid Payments: New Solutions to Old Problems." (Student Presenter: Nana Coleman). Celebration of Scholarship, April 23, 2015.
- 2014 "An Assessment of University Students Binge Eating and Its Impact on Work and School Productivity." (Student Presenter: Cherri Stoffel). Celebration of Scholarship: 21st Annual Student Research & Creative Activities Day, April 24, 2014 & Provost's Award Ceremony, April 23, 2015.

PROFESSIONAL AND SCHOLARLY GROWTH

PUBLICATIONS

Peer-Reviewed Articles

- 2020 Filipova, A. A.** (Mar 17, 2020). Physician assistants' views of direct-to-consumer advertising effects during patient encounters. *Internet Journal of Allied Health Sciences and Practice*, 18(1), Article 2, ISSN 1540-580X. IF: 0.502; <https://nsuworks.nova.edu/ijahsp/vol18/iss2/2/>
- 2020 Filipova, A. A.** (May/June 2020). Relationship of direct-to-consumer advertising to efficiency of care, quality of care, and health outcomes. *Journal for Healthcare Quality*, 42(3), e18-e31. Impact Factor: 1.092.
- 2018 Filipova, A. A.** (2018). Countering bullying among nurses in the workplace. *The Journal of Nursing Administration*, 48(10), 487-494. Impact Factor: 1.206.
- 2018 Filipova, A. A.** (2018). Direct-to-consumer advertising effects on nurse-patient relationship, authority, and prescribing appropriateness. *Nursing Ethics*, 25(7), 823-840. Impact Factor: 1.957.
- 2016 Filipova, A. A.** (2016). Graduate students' poster session experiences: Do levels of academic self-efficacy and individual characteristics play a role? *Journal on Excellence in College Teaching*, 27(3), 173-200. Acceptance rate, 20%
- 2016 Filipova, A. A. & Stoffel, L.C.** (2016). The prevalence of binge eating disorder and its relationship to work and classroom productivity and activity impairment. *The Journal of American College Health*, 64(5), 349-361. Impact Factor: 1.556.
- 2015 Filipova, A. A.** (2015). Health information exchange capabilities in skilled nursing facilities. *CIN: Computers, Informatics, Nursing*, 33(8), 346-358. Impact Factor: 1.301.
- 2015 Filipova, A. A.** (2015). The impact of thought self-leadership education on graduate students' perceptions of ethics and cognitive competencies. *Journal on Excellence in College Teaching*, 26(1), 1-21. Acceptance rate, 20%
- 2014 Filipova, A. A.** (2014). Factors influencing the satisfaction of rural physician assistants: A cross-sectional study. *Journal of Allied Health*, 43(1), 24-33. The journal's overall acceptance rate is 34%.

PUBLICATIONS (CONTINUED)

Peer-Reviewed Articles

- 2013 Filipova, A. A.** (2013). Electronic health records use and barriers and benefits to use in skilled nursing facilities. *CIN: Computers, Informatics, Nursing, 31(7)*, 305-318. Impact Factor: 1.301. [Reprinted in Topical Collection to Issue 6 (December, 2013). The impact of technology on care of elders. *CIN: Computers, Informatics, Nursing, 31*, TC237-TC250.]
- 2011 Filipova, A. A.** (2011). Ethical climates in for-profit, nonprofit, and government skilled nursing facilities: Managerial implications for partnerships. *Journal of Nursing Administration's Healthcare Law, Ethics and Regulation, 13(4)*, 125-131. SJR (SCImago Journal Rank) Score: 0.542.
- 2011 Filipova, A. A.** (2011). Relationships among ethical climates, perceived organizational support, and intent-to-leave for licensed nurses in skilled nursing facilities. *Journal of Applied Gerontology, 30(1)*, 44-66. Impact Factor: 1.258.
- 2009 Filipova, A. A.** (2009). Licensed nurses' perceptions of ethical climates in skilled nursing facilities. *Nursing Ethics, 16(5)*, 574-588. Impact Factor: 1.957.
- 2009 Peters, R. & Filipova, A.** (2009). Optimizing cognitive-dissonance literacy in ethics education. *Public Integrity, 11(3)*, 201-220.

Encyclopedia Entries

- 2016 Filipova, A. A.** (2016). Organizational burnout. In A. Farazmand (ed.), *Global Encyclopedia of Public Administration, Public Policy, and Governance*. (pp. 1-9, 4,927 words). Switzerland: Springer International Publishing AG. doi:10.1007/978-3-319-31816-5_3002-1. In print and e-book.
- 2016 Filipova, A. A.** (2016). Expectancy theory in organizations. In A. Farazmand (ed.), *Global Encyclopedia of Public Administration, Public Policy, and Governance*. (pp. 1-9, 4,955 words). Switzerland: Springer International Publishing AG. DOI 10.1007/978-3-319-31816-5_3003-1. In print and e-book.

Dissertation

- 2007 Filipova, A. A.** (2007). Perceived organizational support and ethical climates as predictors of turnover intention of licensed nurses in skilled nursing facilities (Doctoral Dissertation). ProQuest Dissertations and Theses. 461 pages. Ann Arbor: ProQuest/UMI. (Publication No: 3293174).

CONFERENCE PRESENTATIONS

- 2020 **Filipova, A. A.** "Workplace Bullying and Nurses' Intention-to-Leave: Implications for Communication Interventions." Proposal submitted to the *2020 International Conference on Communication in Healthcare*, organized by American Academy of Communication in Healthcare and United Kingdom's International Association for Communication in Healthcare. To be held in an online format Sept. 9-11.
- 2019 **Filipova, A. A.** "Physician Assistant Views of Direct-to-Consumer Drug Advertising Communication and Its Effects during Patient Encounters." Presented at the *2019 International Conference on Communication in Healthcare*, organized by American Academy of Communication in Healthcare and United Kingdom's International Association for Communication in Healthcare, San Diego, CA, October 27-30.
- 2018 **Filipova, A. A.** "The Impact of Nurse-Patient Direct-to-Consumer Advertising Communication on Healthcare Outcomes." Presented at the *16th International Conference on Communication in Healthcare (ICCH)*, the Faculty of Engineering of the University of Porto (FEUP), Porto, Portugal, September 1-4.
- 2018 **Filipova, A. A.** "The Effect of Thought Self-Leadership Training on Graduate Student Self-Leadership Skills and Managerial Decision-Making Self-Efficacy Perceptions", *UW System 2018 OPID Spring Conference on Teaching & Learning*, Madison, WI, April 12-13.
- 2017 **Filipova, A. A.** "Direct-to-Consumer Advertising Effects on Nurse-Patient Relationship, Authority, and Prescribing Appropriateness." Presented at the *15th International Conference on Communication in Healthcare (ICCH) & Health Literacy Annual Research Conference (HARC)*, American Academy of Communication in Healthcare, Baltimore, MD, October 8-11.
- 2017 **Filipova, A.A.** "Authentic Leadership and Perceived Organizational Support as Antecedents of Workplace Bullying." *Boston 2017: International Conference for Academic Disciplines, Social Sciences and Humanities*, Harvard Medical School, Boston, Massachusetts, May 22-26.
- 2015 **Filipova, A. A.** "Factors Affecting Turnover Intentions of Physician Assistants in Rural Communities: Practical and Policy Implications." *14th Annual Hawaii International Conference on Social Sciences*, Honolulu, HI, October 18-20.
- 2015 **Filipova, A. A.** "Health Information Exchange Capabilities in Skilled Nursing Facilities." *The Gerontological Society of America's 68th Annual Scientific Meeting*, Orlando, FL, November 18-22.
- 2014 **Filipova, A. A. & Stoffel, C.** "Eating Disorders and School and Work Productivity and Activity Impairment among University Students: Policy and Practical Implications." *2014 NEDA Conference*, San Antonio, Texas, October 16-18.
- 2014 **Filipova, A.A.** "Is the Poster Session an Effective Teaching Tool for Developing Healthcare Leaders for an Age of Austerity? *2014 Annual PAC (UK) Conference in collaboration with TPAC (USA)*, the Foresight Centre, University of Liverpool, UK, June 9-11.
- 2013 **Filipova, A. A.** "Assessing Poster Presentation Assignment Effectiveness in the Public Administration Classroom", *UW System 2013 OPID Spring Conference on Teaching & Learning*, Madison, WI, April 18-19.
- 2012 **Filipova, A. A.** "Electronic Health Records Adoption and Use in Skilled Nursing Facilities". *The Gerontological Society of America's 65th Annual Scientific Meeting*, San Diego, CA, November 14-18.

CONFERENCE PRESENTATIONS (CONTINUED)

- 2012 **Filipova, A. A.** "Thought Self-Leadership Teaching: Is There Power in Constructive Thinking". *The 35th Annual National Teaching Public Administration Conference*, South Padre Island, TX, May 21-23.
- 2011 **Filipova, A. A.** "The Effect of Thought Self-Leadership Training on Healthcare Graduates' Perceptions of the Role of Ethics and Machiavellianism." *The International Journal of Arts and Sciences' Conference for Academic Disciplines* at Harvard University, Cambridge, MA, May 29-June 2.
- 2011 **Filipova, A. A.** "A Mental Strategies Approach to Ethics Education." *The International Society for the Scholarship of Teaching and Learning (ISSOTL) 2011 Conference*, Milwaukee, WI, Oct. 20-23.
- 2011 **Filipova, A. A.** "Ethical Climate and Perceived Organizational Support in For-Profit, Nonprofit, and Government Nursing Homes." *The American Society for Public Administration's 72nd Annual Conference*, Baltimore, Maryland, March 11-15.
- 2009 **Filipova, A. A.** "Ethical Leadership Training in MPA Program: How to Bridge Theory and Daily Practice." *The 7th Annual Hawaii International Conference on Education*, Honolulu, HI, January 4-7.
- 2008 **Filipova, A. A.** "Licensed Nursing Personnel's Perceptions of Ethical Climates in Skilled Nursing Facilities: An Empirical Investigation." *The International Centre for Nursing Ethics (ICNE) Conference at Yale University*, School of Nursing, "Nursing Ethics and Health Care Policy," New Haven, CT, July 17-19.
- 2008 **Filipova, A. A.** "Ethical Climates and Perceived Organizational Support as Predictors of Turnover Intention." *The 11th Annual International Conference of the American Association of Behavioral and Social Sciences*, Las Vegas, NV, February 6-8.
- 2006 **Filipova, A. A.** Facing the future: Georgia Regional Transportation Authority re-examined. *The 64th Midwest Political Science Association Annual National Conference, Policy Issues in Governing Metropolitan Areas*, Chicago, Illinois, April 20-23, 2006 (cited unpublished paper).

UNIVERSITY TALKS

- 2018 **Faculty Speaker at New Faculty Orientation.** Invited by the Dean's office to talk about the Faculty Development Program to new faculty members, Jan. 16, Sage Bld.
- 2014 **Faculty Speaker at the University Scholarship Recognition Luncheon**
Invited by the Provost to present, "Advanced Practice Nurse Prescribers' Views of Direct-to-Consumer Advertising," October 23, 2014.
- 2012 **Faculty Speaker at the SOTL Scholars Showcase & Luncheon of the 2012 Provost's Teaching and Learning Summit**
- 2012 **Faculty Speaker at the COLS Dean's Symposium**
Invited by COLS Dean Koker to present, "Electronic Health Records Adoption and Use in Wisconsin Skilled Nursing Facilities," Dean's Symposium, Feb. 22, 2012.
- 2010 **Faculty Speaker at the SOTL Scholars Showcase & Luncheon**
Invited by CETL Director Carrell to present "The Effect of Thought-Self Leadership Training on Healthcare Graduates' Perceptions of the Role of Ethics and Social Responsibility, Machiavellianism, and TSL Cognitive Strategies Use." Sept. 22, 2010.

GRANTS AND AWARDS

Faculty Development Research Project Grants

- 2020-2021 **Faculty Development Research Project Grant, FDR 1238**
UW Oshkosh Faculty Development Program
Research: "Antecedents & Consequences of Bullying" (deferred to 2021-2022)
- 2018-2019 **Faculty Development Research Project Grant, FDR 1088; Awarded: \$5,601**
UW Oshkosh Faculty Development Program
Research: "Direct-to-Consumer Advertising Effects"
- 2016-2017 **Faculty Development Research Project Grant, FDR 973; Awarded: \$5,152**
UW Oshkosh Faculty Development Program
Research: "Licensed Nurses' Views of Workplace Bullying."
- 2014-2015 **Faculty Development Research Project Grant, FDR 824; Awarded: \$4,900**
UW Oshkosh Faculty Development Program
Research: "APNP Views of Direct-to-Consumer Advertising"
- 2012-2013 **Faculty Development Research Project Grant, FDR 709; Awarded: \$4,400**
UW Oshkosh Faculty Development Program
Research: "Physician Assistants Satisfaction and Retention"
- 2011-2012 **Faculty Development Research Project Grant, FDR 650; Awarded: \$4,658**
UW Oshkosh Faculty Development Program
Research: "Benefits and Barriers Associated with EHR Adoption and Use".

Wisconsin Teaching Fellows and Scholars and SOTL Research Awards

- 2017-2018 **Wisconsin Teaching Scholar, Wisconsin Teaching Fellows and Scholars Program**
UW System OPID & UW Oshkosh CETL; Awarded: \$4,500
- 2012-2013 **Wisconsin Teaching Fellow, Wisconsin Teaching Fellows and Scholars Program UW**
System OPID & UWO CETL; Awarded: \$4,500 & Certificate of Recognition
- 2011-2012 **SOTL Pilot/Starter Grant; UW Oshkosh CETL; Awarded: \$1,000**
Research: "Poster Session Effectiveness in the MPA Classroom"
- 2009-2010 **SOTL Pilot/Starter Grant; UW Oshkosh CETL; Awarded: \$1,000**
Research: "Thought-Self Leadership and Students' Ethical Perceptions"

Graduate Student and Faculty Collaborative Research Grants

- 2017-2018 **Graduate Student and Faculty Collaborative Research Grant 2017 Student (Jasmeet Kaur)-Cancelled.** Research, "Assessing the Health Literacy Knowledge and Experience of Nursing Students," was cancelled due to unforeseen circumstances with the student. Proposal was accepted by the UW Oshkosh Office of Student Research and Creative Activities.
- 2013-2014 **Graduate Student and Faculty Collaborative Research; Student Awarded: \$3,500**
UW Oshkosh Office of Student Research and Creative Activities
Research: "University Students Binge Eating & Work & School Productivity"

GRANTS AND AWARDS (CONTINUED)

Other Professional Development Awards

- 2016 **2016 Active Learning Classrooms Certifications Program**
UW Oshkosh CETL; Awarded: \$200
The certificate acknowledges continued dedication to teaching excellence.
- 2016 **2016 Advising as Teaching Best Practices Certificate**
UW Oshkosh CETL; Awarded: \$500
The certificate acknowledges continued dedication to teaching excellence.
- 2014-2015 **Individually Planned Program, FDD39**
UW Oshkosh Office of Sponsored Programs and Faculty Development
Awarded: \$1,776
Off-campus training: "Leadership seminars"
Attendance at leadership development seminars offered by the Leadership Wisconsin organization, the UW Extension.
- 2012-2013 **Faculty Development Program: Off-Campus Program (FDW834)**
UW Oshkosh Office of Sponsored Programs and Faculty Development
Awarded: \$1,500
Participation in "National Institutes of Health Regional Seminar on Program Funding and Grants Administration" in Washington, D.C.
- 2010 **Faculty College; UW System OPID & UW Oshkosh CETL**
Participated in three days of intensive, interdisciplinary seminars on teaching and learning at UW-Richland, Richland Center.
- 1999 **Air Force Academy Bulgaria**
Awarded with a two-month training "Introduction to the American Language Course and Culture Seminar" by Defense Language Institute English Language Center (DLIELC) at the Lackland Air Force Base, Texas, United States. I was selected based on a competitive examination among faculty from all military institutions in Bulgaria. The DLIELC is a U.S. Department of Defense Agency.
- 1997 **Air Force Academy Bulgaria**
My employer, the Air Force Academy, awarded me with a month of training held at Merrion House Centre for English Studies, Beaconsfield in collaboration with Defence School of Languages, Wilton Park, U.K.

External Grants

- 2010 **Community-Academic Partnership Fund Amount requested: \$50,000**
(Unfunded)
UW School of Medicine & Public Health Oversight & Advisory Committee
Co-investigator of a project: "Northeast Wisconsin Rural Health Coalition."

INSTITUTIONAL SERVICE AND EXTRA-INSTITUTIONAL SERVICES

UNIVERSITY SERVICE

- 2019-2020 **Member of the Search and Screen Committee for the Assistant Vice Chancellor and Executive Director for the Division of Online and Continuing Education**
Activities: completed the Search and Screen training; participated in the review and ranking of 39 candidates & two phone interviews & three in-person interviews.
- 2019 **Chair of the Ad-Hoc Promotion Committee for Nursing Faculty Promotion**
Activities: elected to serve as Chair of an ad-hoc committee to review the credentials and making recommendation on nursing faculty promotion. The committee consisted of members from all colleges' promotion committees. Wrote the final letter and submitted it to the Dean of Nursing in Dec. 2019.
- 2018-2019 **Member of the Faculty Senate**
Activities: The Faculty Senate is the primary governing body for the faculty in the University's system of shared governance. Participated in the enactment and review of institution's policies.
- 2018-2019 **Member of the Academic Policy Committee (APC)**
Activities: faculty senator representative on the APC, which carries out the faculty's responsibility for the academic policies and program for the university. Reviewed curriculum proposals and participated in decisions regarding their approval.
- 2014-2021 **COLS Representative to the Faculty Development Board**
(appointment through the 2018-2021 cycle)
Provost's Representative to the Faculty Development Board (FDB)
(2014-2015; 2015-2016; 2016-2017; 2017-2018)
The FDB Committees and Subcommittees I serve include:
- Research Committee
 - OPID/Sabbaticals Committee
 - Individually Planned Program Committee
 - Grant Evaluation Criteria Development Subcommittee
 - Small Grant Component Subcommittee
- Activities:* prepared a synopsis of the panelists' evaluations of research and teaching proposals and defended the merits of proposals during Board's meetings; evaluated final project reports and recommended actions; examined pre-reads of grant proposals; participated in full Board's meetings that focused on recommending/not recommending funding proposals as well as other issues; and participated in subcommittee meetings, proposing major changes to the research evaluation criteria and small grants criteria.
- 2012-Present **Peer Observer of Teaching**
Activities: visited the classrooms and evaluated the teaching of the following professors: Drs. Miron, Beck, Ford (twice), Hoefflerle, Sasche, King (twice), France (twice), O'Leary, and Larson.

UNIVERSITY SERVICE (CONTINUED)

- 2011-2020 **Research & Teaching Panelist, Office of Grants & Faculty Development**
Activities: reviewed 4 research proposals in January 2012, 3 research proposals in January 2013, and 4 teaching proposals in 2014, 3 research in 2016, 5 teaching proposals in 2018; 2 research proposals + 4 two-year college research proposals for 2019; 3 additional research proposals in spring 2020. My last appointment was extended through the 2019-2020 cycle.
- 2019-2020 **Reviewer for the Student/Faculty Collaborative Research Grants and Celebration of Scholarship Presentations, Office of Student Research & Creative Activity**
Activities: reviewed 3 student research proposals in spring 2019; reviewed 2 student research proposals and served as a judge of one presentation in spring 2020.
- 2010-2022 **Member of the Environment, Health and Safety Committee (2010-2013; 2013-2016; 2016-2019; 2019-2022).**
Activities: work with colleagues and staff on that committee to review health and safety concerns; resolved issues; provided recommendations to the administration; developed and revised the Charter of EH & S in 2015. My last appointment was extended through the 2019-2022 cycle.
- Since 2015 **Member of Graduate Council as an MPA Program Coordinator**
 - **Ad Hoc Committee for the Interim Dean Position (Fall 2017)**
 - **Graduate Student Initiative Program Committee (2015-2016)***Activities:* participated in the discussion and joint approval of a strategic plan, awards, policies, curricula proposals concerning graduate programs, etc.
- 2014-2015/
2010-2012 **Alternative Member of the Graduate Council**
Activities: participated in the Graduate Council in place of MPA Coordinator.
- 2009-2010 **Member of the Planning and Executing Committee for the Diversity and Leadership Conference, the Student Leadership and Involvement Center**
Activities: made preliminary analysis of conference needs; developed the conference master plan; evaluated student presentation proposals; assisted with registration on the day of the conference; collected evaluations.

COLLEGE SERVICE

- 2019-2021 **Member of COLS Promotion & Post-Tenure Review Committee (2019-2021)**
Activities: In 2019 fall semester, I reviewed and discussed 12 promotion dossiers and 12 dossiers for professorial productivity salary increase. I also wrote final letters for some of these and reviewed letter drafts for others. In spring 2020, I reviewed 30 dossiers for post-tenure.
- 2012/2018 **COLS Graduate Studies Marshal**
Activities: served two times in an honorary role as COLS Graduate Studies Marshal in 2018 and 2012.

COLLEGE SERVICE (CONTINUED)

- 2017-2022 **Member of the COLS Tenure & Renewal Committee (2020-2022)**
Chair of COLS Tenure & Renewal Committee (2018-2019)
Member of COLS Tenure & Renewal Committee (2017-2018)
Activities: In 2017 fall semester, I reviewed and discussed the dossiers of 4 faculty, writing a letter for one of them. During spring semester of 2018, reviewed and discussed 10 faculty dossiers, writing letters for 3 of them. In fall 2018 and spring 2019, chaired and organized meetings; reviewed faculty dossiers; finalized letters; developed (approved by the committee) the Tenure and Renewal Committee Procedures and Timeline document, and wrote and emailed, "Recommendations to COLS Chairs and Faculty/Staff Applying for Tenure and Renewal to all COLS chairs in March, 2019.
- 2011-2018 **Co-chair of COLS Student Academic Committee (2016-2017; 2017-2018)**
Chair (2011-2012; 2012-2013)
Member (2010-2011; 2013-2014)
Activities: convened committee meetings; recorded meeting minutes; communicated committee's recommendations to the Dean concerning student complaints and appeals; reviewed more than 1400 student appeals since 2011; and participated on the joint university Academic Standing Review Council, which primary purpose is to make recommendations to the Provost's Office regarding Academic Standing policy and to review and decide on all undergraduate student academic suspension appeals.
- 2015-Present **Member of the Letters & Science Council as Department Chair**
Activities: attended the Council's meetings which focused on identification and review of matters of concern to the College; advised colleagues of these.
- 2015-Present **Member of Social Science Division as Department Chair**
Activities: participated in a review of many division curricula proposals and discussion of issues related to the division and individual departments; advised colleagues of these.
- 2014-2015 **Member of Dean Evaluation Ad Hoc Committee**
Activities: served as the Social Science Division representative on the committee; proposed revisions of the survey and the use of more analytic approaches.
- 2015-2016 **Member of Clow Building Dedication Planning Ad Hoc Committee**
Activities: participated in planning for a Clow building opening & dedication.
- 2013-2014 **Member of COLS Faculty and Staff Experiences Ad Hoc Working Group**
Activities: suggested the implementation of faculty leadership mentoring programs to build community in the college and to instill the skills and attitudes of leaders, including commitment to the role of diversity.
- 2007-2009 **Co-chair (2008-2009) and member (2007-2008) of the Western Michigan University's College of Arts and Sciences Curriculum Committee**

DIVISION SERVICE: ONLINE AND CONTINUING EDUCATION

- 2019-Present **Member of OCE's FERM Advisory Committee.** In fall 2019, I was invited to serve on the FERM Advisory Committee. I participated in a self-study accreditation process as part of MPA FEAM accreditation and prepared all accreditation-related documents.
- 2017-Present **Member of OCE-Online MPA Committee**
Activities: addressing diverse issues related to the online MPA program.
- 2013-2018 **Chair and Member of Fire & Emergency Response Management Committee Chair** (2014-2015; 2015-2016; 2016-2017; 2017-2018)
Member (2013-2014)
Activities: examined proposals for courses, programs, and curricula requirements, as well as the consistency of program statements with college policies and course descriptions.
- 2015-2016 **Member of the Leadership & Organizational Studies Major Program Self-Study Committee**
Activities: discussed a report on the program's strengths and weaknesses; met with a consultant; discussed a response to the consultant's report.
- Since 2010 **Marshal** (2010, 2011, 2013, 2014, 2015, and 2016)
Activities: served six times as an Undergraduate Faculty Marshal for the Division of Online and Continuing Education (former LLCE).
- 2012 **Member of Ad Hoc Curriculum Committee for OCE USP Course Proposals**
Activities: discussed and approved two proposals during summer of 2012.
- 2009-2012 **Member (2011-2012) and Chair (2009-2011) of the Curriculum Committee for the Organizational Administration emphasis and Leadership & Organizational Studies major**
Activities: chaired meetings; examined and approved course proposals, programs, curricula, and other requirements; monitored the consistency of published program statements or college policies and course descriptions.

DEPARTMENT SERVICE

A Synopsis of Major Service Activities as Department Chair since 2015

- 2020 Developed the drafts of the 2021-2024 Long-Term Plan and Sample Plans for each emphasis of the on-campus/online MPA
Updated the department bylaws language
Implemented the transfer of credits from the National Fire Academy towards FEAM emphasis and updated the department's transfer of credits policy to reflect this.
Worked on developing FEAM accreditation documents and documents for website
- 2019 Developed MPA FEAM self-study report for accreditation application
Conducted 2017-2019 biennial program assessment
Coordinated the shifting of the department website from Plone to WordPress
Developed the Tested Experience Policy
Developed the 2019-2023 Long-Term Plans for the on-campus/online MPA
Participated in a tenure recommendation for Dr. Ford
Hired IAS for OCE's undergraduate and MPA's graduate classes

DEPARTMENT SERVICE (CONTINUED)

A Synopsis of Major Service Activities as Department Chair since 2015 (Continued)

- 2018 Created Credit for Prior Learning Policy
Interviewed and hired a new ADA in the department
Participated in a renewal recommendation for Dr. Larson
Hired IAS for OCE's undergraduate and MPA's graduate classes
- 2017 Conducted the 2015-2017 biennial assessment review of the MPA program. Revised the Tenure & Renewal, Post-Tenure, and Merit Policies & Bylaws
Developed brochure insert drafts for each of the four emphases
Organized a strategic planning retreat that identified new directional strategies and an annual operational plan for the department
Hired IAS for OCE's undergraduate and MPA's graduate classes
Conducted a 7-year period review of the MPA program & Graduate Healthcare Management Certificate
Hired a new faculty member, an ADA, and IAS through OCE
- 2015-2017.1 Initiated and coordinated the launch of the new online version of MPA
Added two new emphases in the MPA curriculum: Nonprofit Management and Leadership and Fire and Emergency Administration and Management
Added ten new elective courses in the MPA curriculum
- 2015-2016 Proposed diversification of the graduate student population—admitting pre-career students in addition to in-career students—and new recruitment
Created the Public Administration Excellence Fund
Conducted the 2013-2015 biennial assessment review of the MPA program
Conducted faculty merit evaluations in the department and hired IAS

Service as Department Member (prior to 2015)

- 2014-2015 Created the Post-Tenure Review Policy
- 2013-2014 Created the MPA Program Transfer Credits Policy
- 2013-2014 Wrote the text for all MPA and Healthcare Certificate brochures and poster
- 2012-Present Created and continually update all pages of the Department website
- 2012 Developed the MPA 792 Thesis Guidelines
- 2011 Developed the Public Administration Department Online & Hybrid Policy

Service as MPA Coordinator

- 2015-Present **MPA Program with All Four Emphases**
Activities: advised graduate students on various academic policies; assisted students with enrollment; developed and updated long-term schedules; tracked students' progress in the program; developed advising plans; processed a variety of forms (admission to candidacy; change of grade; extension to degree completion, etc.).
- 2009-Present **Graduate Healthcare Management Certificate**
Activities: advised graduate certificate students on various academic policies; assisted students with enrollment in other colleges; developed and updated schedules with certificate course offerings by consulting other college offerings every semester; tracked students' progress in the program.

DEPARTMENT SERVICE (CONTINUED)

Service on Department Committees

- 2009-Present **Chair and Member of the MPA Program Admission Committee**
Activities: reviewed many application documents of students applying to the MPA program and the graduate Healthcare Management Certificate. Since 2015, I make a final determination on a student's admission.
- 2016-2017 **Member of the Search & Screen Committee for Hiring a New Faculty**
Activities: provided input into the development of the job advertisement; proposed the interview questions; interviewed candidates; and participated in the final selection of candidates; approved the hiring documentation.
- 2016-2017 **Chair of the Public Administration Department Tenure/Renewal Committee**
Activities: reviewed the renewal documents of a tenure-track faculty in the department; consulted with other faculty on the committee about the submitted documents; wrote a letter defending renewal; and defended the tenure recommendation to the joint COLS Tenure & Renewal Committee.
- 2013-2014 **Chair of the Public Administration Department Tenure/Renewal Committee**
Activities: reviewed the tenure documents of a tenure-track faculty in the department; consulted with other faculty on the committee about the submitted documents; wrote a letter defending tenure; and defended the tenure recommendation to the joint COLS Tenure/Renewal Committee.
- 2011-2012 **Co-chair of the Search & Screen Committee for Hiring a New Faculty**
Activities: provided input into the development of job advertisement, hiring guidelines, and selection criteria; reviewed candidates' documents; interviewed candidates; and made final selection decisions with colleagues.

Western Michigan University School of Public Affairs and Administration

- 2008-2009 **Member of the Doctoral Standing Committee**
- 2007-2009 **Member of the MPA Standing Committee**
Activities: evaluated and approved master's and doctoral prospective student application documents; reviewed and discussed curriculum development issues and general policies; participated in planning and implementing graduate program assessments; participated in hiring new faculty.
- 2007-2009 **Adviser for MPA students in the WMU's Lansing Campus**
Activities: developed semester schedules for 94 MPA students in all program concentrations: healthcare administration, nonprofit leadership and administration, HR administration, law, local government, and state agency; advised students on various academic policies; developed and updated long-term semester course schedules; tracked students' progress in the program, and included all communication in student files for external review purposes.

SERVICE TO THE PUBLIC AND PROFESSION

Evergreen Retirement Community

- 2020-2023 **Member of the Board of Directors, Evergreen Foundation, Inc.**
Activities: Elected to serve as member of the board effective July 1st, 2020.
- 2010-2020 **Chair and Member of the Board of Directors, Evergreen Village, Inc.**
Chair (2015-2016; 2016-2017; 2017-2018; invited for an extra term for 2019-2020)
Member (2010-2015)
Activities: chaired/attended Village Board and combined board meetings; participated in a book study; participated in site visits to other retirement communities; participated in the strategic planning process; supported the organization through attendance at events sponsored by Evergreen; attended workshops that focused on Board member trainings; etc.

Oshkosh Area United Way

- 2009-2018 **Member of the Allocations and Community Investment Committee**
This committee is responsible for the identification of community needs and the evaluation of partner agency grant applications. It reviews program performance and makes funding recommendations to the Board of Directors.
Activities: participated in the discussion of diverse community needs, evaluation of grant applications, and funding recommendations.

2010-Present Allocation & Community Impact Panels Volunteer

Community Investment Panel (Health)

Activities: reviewed 51 grant proposals and participated in the panel's grant review meeting to decide funding allocations: 10 proposals in 2013, 16 in 2014, 11 in 2015, 14 in 2016, 11 in 2018, 11 in spring 2019, & 17 in fall 2019.

Community Investment Panel (Education)

Activities: reviewed 9 grant proposals and participated in the panel's grant review meeting to decide funding allocations in 2017.

Community Investment Panel (Nurturing Children & Strengthening Families)

Activities: reviewed 41 grant proposals and participated in the panel's grant review meeting to decide funding allocations during the period 2010-2012.

Community Development Block Grant/Oshkosh Funding Consortium

- Since 2011 **Member of the Community Development Block Grant Committee**
The Consortium consists of four funding partners - the City of Oshkosh Department of Community Development, Winnebago County Department of Human Services, the Oshkosh Area Community Foundation, and United Way
Activities: reviewed 13 grant proposals in 2009; 18 in 2012; 18 in 2013; 10 in 2014; 15 in 2015; 10 in 2016; 11 in 2017; 7 in 2018; and 15 in 2019; participated in agencies' interviews as well as meetings about final funding decisions and allocations.

SERVICE TO THE PUBLIC AND PROFESSION (CONTINUED)

Oshkosh Area Community Foundation

2018-2021
2015-2018 **Member of the Basic Needs Giving Partnership Grants Committee**

Activities: attended committee meetings; prepared for and actively participated in team discussions, interviews, and other ad hoc meetings; reviewed and evaluated grant applications, including interviews and site visits, as needed; made recommendations for funding; monitored active grants through evaluations, site visits and interviews (typically four 45-minute visits in April/early May); provided strategic advice about the grant process, guidelines, community needs, and team effectiveness; participated in other workshops/meetings called by US Venture or the Community Foundations.

- In 2016, reviewed 7 grant proposals and participated in one grant interview and one progress review meetings in FVTC.
- In 2017, reviewed 6 grant proposals and participated in two grant interviews and two progress review meetings in FVTC.
- In spring of 2018, reviewed 7 grant proposals and participated in four grant interview/ progress evaluation meetings in Fox Valley Technical College. In fall of 2018, reviewed 2 progress reports, one assessment report, and one grant, and participated in four grant interview/ progress evaluation meetings.
- In spring of 2019, reviewed 11 grant applications, including 3 planning requests and one regional grant request; participated in 5 grant interview/ progress evaluation meetings; and participated in the allocation of funding of 15 projects. In fall of 2019, reviewed 4 grant applications and participated in 2 interviews, and participated in the allocation of funding of projects.
- In spring of 2020, reviewed 8 grant applications, participated in interview sessions on March 2nd, reviewed and evaluated 4 progress reports, participated and evaluated 4 interview sessions on May 11 and discussed these on May 18, as well as attended the discussion of one grant review on May 26.

Research Councils and Coalitions

2011-2014 **Member of Community Health Connections' Northeast Regional Research Council, UW Institute for Clinical & Translational Research, Appleton**

Activities: participated in the Council's meetings and research presentations. In fall of 2014, the Community Health Connections program was redirected to focus on dissemination and implementation of translational research.

2009-2012 **The Northeast Wisconsin Rural Health Coalition, Green Bay, WI**

Activities: participated in all coalition's meetings that focused on identifying public health research issues, recruitment of community and health provider partners, grant application, and others; crafted the coalition's directional statements; served as a co-investigator in preparing a grant proposal.

SERVICE TO THE PUBLIC AND PROFESSION (CONTINUED)

Participation & Presentations in Community Conferences, Workshops, & Meetings

- 2019 Participated in “Institute of Public Administration Scholarship Program Webinar” that focused on learning more about this program in Saudi Arabia for establishing collaborations with U.S. Colleges and Universities on Dec. 3, 2019.
- 2018 Delivered a Presentation to the Evergreen Village Board on “Contemporary Issues Facing Nursing Homes”, Nov. 29, 2018, Evergreen Retirement Community.
- 2018 “Leading Age Annual Meeting + Expo”, Philadelphia, PA, Pennsylvania Convention Center, October 28-31; participation at the conference, travel, and accommodation are sponsored by Evergreen Retirement Community, Oshkosh WI.
- 2018 “ELG Inspire Event” Participation in local government recruitment event which presented opportunities for a local government job, what to expect from a government career, paths to leadership, and pursuing graduate studies. The event was held at UWOC, Sept. 13th.
- 2018 “Results-Based Accountability Workshop”, the workshop was sponsored by United Way and Oshkosh Area Community Foundation, UWOC Alumni Center, Jan. 16-17.
- 2017 “Poverty Outcomes and Improvement Network Team (POINT)”, one-day learning Session that focused on groups sharing their improvement projects and harvesting their learning from their experiences within POINT, Liberty Hall, Kimberly, WI, September 27, 2017; event sponsored by Oshkosh Area Community Foundation.
- 2017 “Developing and Honing Your Leadership Skills as a Nonprofit Professional,” delivered an educational presentation together with my colleagues during the Collaboration Workgroup Planning Committee, organized by United Way in JP Coughlin Center, Oshkosh, WI, September 5, 2017.
- 2016 “Measuring Program Effectiveness through Outcomes Workshop”, Oshkosh Area United Way, a 4-hour session led by Dr. Susan Cramer, JP Coughlin Center, Oshkosh, WI, October 31, 2016.
- 2015 “Evergreen Educational Plunge & Strategic Visioning Retreat”, Evergreen Retirement Community, Rowland Room, April 17, 2015.
- 2014 “Get on Board”: an all-day training event for Non-profit CEOs, Executive Directors and Board Members held October 29, 2014 at the Oshkosh Convention Center.
- 2013 “The Weight of the Fox Valley Metrics Group”. Invited to participate in a meeting with other community leaders and educators that focused on brainstorming and identifying indicators for measuring obesity, Menasha, WI, Nov. 5.
- 2013 “The Weight of the Fox Valley: Bringing our Communities Together to Address Obesity”. A two-day summit at Bridgewood Resort Hotel & Conference Center, Neenah, WI, March 1 and 8.
- 2012 “Leading Age Annual Meeting: Inspire, Serve, Advocate”. Delivered a 54-slide educational presentation to the Village Board of Directors meeting at Evergreen Retirement Community.
- 2012 “2012 LeadingAge Annual Meeting & Exposition,” Colorado Convention Center. The five-day participation in the conference, interstate travel, and accommodation were entirely funded by Evergreen Retirement Community, Oct. 21-24.
- 2011 “Around the World at Holidays” Invited by the Director of Webster Stanley’s Elementary School to present to fifth grades “Christmas in Bulgaria”. The event was sponsored by Noon Kiwanis & Webster English as a Second Language Department.

SERVICE TO THE PUBLIC AND PROFESSION (CONTINUED)

Service as Peer Reviewer for International and National Scholarly Journals

- Since 2016 **Journal of Nursing Management**
Activities: reviewed 9 manuscripts: 2016 (1), 2017 (1), 2018 (2) and 2019 (5).
- Since 2016 **CIN: Computers, Informatics, Nursing**
Activities: reviewed 2 manuscripts: 2016 (1) and 2018 (1)
- Since 2011 **The Journal of Health Administration Education**
Activities: reviewed 4 manuscripts: 2011 (1), 2012 (2), and 2016 (1).
- Since 2009 **Nursing Ethics; U.K.**
Activities: reviewed 19 manuscripts: 2009 (1), 2010 (1), 2013 (3), (2014) (2), 2015 (3), 2016 (1), 2017 (5), 2018 (2), 2019 (1), and 2020 (1).
- Since 2013 **The Gerontologist**
Activities: reviewed one manuscript in 2013.

Memberships in Academic Societies (Past and Present)

American Academy on Communication in Healthcare
The American Society for Public Administration
The Gerontological Society of America
The Academy of Management
Society for Business Ethics

Service as Member of a Conference Program Committee

- 2013 **36th National Teaching Public Administration Conference**
Activities: developed the conference theme/topic areas; reviewed 58 conference proposals; was involved in deciding the conference schedule.

Service as Peer Reviewer for Academic Conferences

- 2014-2015 **The Gerontological Society of America Annual Scientific Meeting**
Activities: reviewed two symposium proposals and eight abstracts in 2014
- Since 2010 **Academy of Management Annual Meetings**
Activities: reviewed more than 27 manuscripts and symposium papers: 5 manuscripts in 2010, 8 in 2011, 5 in 2012, 4 in 2013, 2 in 2014, and 3 in 2018 (33, 40 and 6 pages long).

Service Awards and Nominations

- 2010 **Outstanding Reviewer Award**
Organizational Behavior Division of the Academy of Management
The Outstanding Reviewer Award acknowledges reviewers who provided exceptionally high quality feedback.
- 2019 **Titan LeadHERship**
Nominated and featured as a Titan LeadHER, along with 112 women leaders at UW Oshkosh, in the 2019 Titan LeadHERship Photo Exhibit displayed in Reeve's gallery.

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