**Name and Title:** Susan Gaffney, Associate Professor

**Date of Appointment:** August 16, 2001

**Name of Bachelor's Degree:** Bachelor of Arts

Northern Illinois University

Political Science /History

DeKalb, Illinois, May 1988

**Name of Master's Degrees:** Master of Arts Degree

Chicago State University

Chicago, Illinois, December 2016

War Zone at Home: Explanatory Case Study on Military Style Policing

Master’s Thesis, Chicago State University,

Chicago, Illinois 2016

Masters of Public Administration,

Governors State University,

University Park, Illinois, April 1992

Enterprise Zones: Chicago’s Fight Against Urban Blight, Master’s Thesis, Governors State University, University Park, Illinois, 1992.

**Name of Doctoral Degree:** Ph.D., Public Policy Analysis and Urban Planning, University of Illinois at Chicago, Chicago, Illinois, December 1997

###### Time Series Analysis on Child Support Enforcement in Federal Region V from 1984 - 1994. Dissertation, University of Illinois at Chicago, Chicago, Illinois, 1997.

**Master of Public Administration (MPA) Program Director Politics, Criminal Justice and Public Administration**

**August 2010-Present**

Serve as the Principal NASPAA Representative for the MPA Program. Responsibilities include facilitating the NASPAA Accreditation self-study report preparation with MPA faculty. Attend annual NASPAA conferences and serves on Site Visit Teams and New School Accreditation Mentor. Work with the Arts and Letters Chair to schedule MPA courses at the main campus, and cohort locations. Work with the CAS External Program Manager on new student recruitment and retention. Facilitate MPA faculty meetings and retreats. Work with the Arts and Letters Chair and CAS Academic Advisor to resolve student academic concerns. Coordinate the MPA Internship program.

Serves as Program Coordinator for graduate Criminal Justice(CJUS) and Political and Justice Studies programs (POJS). Hire adjunct faculty, work with CJUS and POJS faculty on course schedules, and Capstone Research Projects.

Assignment of duties also includes teaching courses in the Doctoral Program in Leadership. Faculty teaching in this program also chair student capstone projects.

**Primary Teaching Areas and Teaching Experience Undergraduate and Graduate Level:**

**Governors State University - August 2001 – Present**

*Undergraduate Level Courses:*  American National Government

Statistics for Management I

Statistics for Management II

Public Policy Analysis

Local Government Systems

*Master Level Courses:*  Ethics For Public Administration

Public Policy Analysis

Research Methods

Strategic and Public Planning

Urban Government

Data Analysis for Public Administration and Nonprofit

Problems in Applied Public Management

*Doctoral Level Courses:* Strategic Planning, Program Evaluation, and Sustainable Collaborations in the Nonprofit Sector

**Significant Practitioner Experience:**

*May 1999 Director, Quality Assurance / Employment and Training*

August 2001 Community and Economic Development Association of Cook

County, Inc. (CEDA), Chicago, Illinois

Provided oversight for special program initiatives. Monitored program performance - customer documentation maintenance. Developed training programs for employees and customers. Completed financial reports for funding sources. Maintained financial records. Prepared program-operating budgets. Wrote special grants and proposals for additional funding opportunities. Finalized grants, evaluate content, edit text, review budgets and verify completeness before submission. Analyzed and evaluate methods, procedures, systems and process to determine quality of service delivery. Reviewed assessment tools for customers. Developed and maintain customer database. Distributed customer support services. Resolved customer complaints

September 1998 *Project Director, Westside Jobs Initiative*

April 1999 Habilitative Systems, Inc., Chicago, Illinois

Supervised nine case managers. Designed and maintained the

Participant tracking system. Served as a liaison between program participants, the business community, and the Illinois Department of Human Services. Prepared statistical reports for external and internal use. Conducted staff trainings, participant workshops, and presentations. Prepared service agreement contracts for vendors.

Developed outreach programs for participants. Interacted with Chicago based social service agencies, colleges, and training facilities. Prepared and submitted IDHS monthly billings. Designed job readiness curriculum.

July 1997 *Site Supervisor / Employment Specialist*

September 1998 West Haven Project Match, Chicago, Illinois

Conducted monthly orientations, workshops, and seminars for program participants. Developed internship and volunteer opportunities for participants. Trained participants on how to use office equipment, prepared resumes, cover letters, and taught interviewing techniques. Prepared reports, operating budgets, and proposals for funding. Provided information to participants on labor laws and policies. Met with local, state, federal, and financial supporters regarding program activities and placement outcomes. Developed linkages with employers regarding job opportunities for participants. Developed marketing and participant recruitment campaign. Worked closely with the Illinois Department of Human Services to provide employment counseling and placement for TANF recipients. Interacted with Chicago based social service agencies, colleges, and training facilities. Assessed, screened, and interviewed participants for prospective employers.

August 1992 *Research Assistant*

July 1997 Center for Urban Economic Development/ Great Cities Initiative University of Illinois at Chicago, Chicago, Illinois

Prepared reports on vocational education - Tech Prep programs in the state of Illinois. Visited, interviewed, and analyzed data on high schools and community colleges vocational / high-tech programs. Developed surveys/questionnaires, interview questions, and focus group discussions on educational issues affecting urban and rural communities. Wrote proposals for funding. Reviewed employment contracts for violations. Attended community meetings and developed task force strategies on employment. Worked closely with community based organizations and economic development coalitions regarding employment and job readiness programs. Prepared reports using qualitative and quantitative analysis on employment, training, and social welfare issues.

April 1995 *Administrative Assistant, Office of the Vice President*

June 1997 Malcolm X College

Chicago, Illinois

Worked with the Vice President on budgets, curriculum oversight, testing services – GED on campus and Cook County Jail. Attended college meetings, prepared agendas, scheduled appointments, assisted with course catalog preparation, and other duties as assigned.

May 1992 *Career Development Instructor / Employment Specialist*

August 1992 Robert Morris College, Chicago, Illinois

Taught career development strategies to students enrolled in the secretarial track. Solicited employers, scheduled job interviews, placed students in full-time, part-time employment positions and internships.

August 1990 *Graduate Assistant, Academic Advising*

May 1992 Governors State University, University Park, Illinois

Answered telephones in the academic advising office, maintained student records, scheduled advisor appointments, and attended open houses.

August 1988 *Assistant Director of Admissions*

August 1990 Northern Illinois University, DeKalb, Illinois

Recruited students from Illinois community colleges, public and private high schools. Attended open houses, processed applications, and prepared scholarship packets. Created outreach program “A Look at Northern.”

**Publications:**

###### Gaffney, Susan. Resolving Customer Service Conflicts Confronting Local Governments. , Journal of Practical Dispute Resolution v 3, No 1 p. 72-80, August 2003

Swain, John, Lloyd Sage, and Susan GaffneyCan Government Accounting Be Trusted? An Experiment in Accounting and Accountability. Policy Profiles, v 3, No. 1. p. 1- 7, February 2003

Gaffney, Susan, Local Government Leadership the Next Generation. Business and Leadership Proceedings, v. 2, No. 1, 21-27, 2006.

**Paper Presentations:**

April 2003 “Challenges Facing Public Institutions”

Midwest Academy of Management

St. Louis, Missouri

October 2004 “Glamorization of Crime: Employers’ Decision to Hire

Ex-Offenders “.

Midwest American Popular Culture Association

Cleveland, Ohio

April 2005 “The Write Road: An Academic Journey”

American Society for Public Administration - Diversity in Academia

Milwaukee, Wisconsin

October 2005 ‘Minoricrat: 21st Century Public Administrator

National Association of Schools of Public Affairs and Administration

Washington D. C.

September 2006 “Local Government Leadership: The Next Generation”

Fort Hays State University Business and Leadership Symposium

Fort Hays, Kansas

October 2006 “Fitting In: The Relationship between Morbid Obesity and Academic Achievement in Colleges and Universities in the United States.”

Midwest American Popular Culture Association

Indianapolis, Indiana

April 2007 “The American Dream: A Family’s Financial Nightmare.”

Midwest Political Science Association

Chicago, Illinois

April 2008 “Latino Students – What can we do increase enrollment and retention?

Latino Center for Excellence Faculty Retreat

Lake Geneva, Wisconsin

October 2008 “Fined for Fashion: Content Analysis Anti-Sagging Ordinances

Midwest American Popular Culture Association

Cincinnati, Ohio

April 2010 “*Preparing to Serve: The Changing Role of the Public Manager*

Midwest Political Science Conference Association

Chicago, Illinois

May 2010 “*Latino Support and Retention”*

Retention and Diversity – Title V

Governors State University

University Park, Illinois

February 2011 “*Organizational Sustainability”*

MILE - United Way

Governors State University

University Park, Illinois

April 2012 *“Municipal Challenge: Employee Benefits on the Edge of Extinction”*

Midwest Political Science Conference Association

Chicago, Illinois

October 2012 “How Universities are Using Social Media to Recruit Students”

Midwest Popular Culture Conference

Columbus, Ohio

October 2012 “Human Capital Investment: Developing the Municipal Employee”

National Association of Schools of Public Affairs and Administration

Austin, Texas

November 2015 “Student Borrowing” Illinois Political Science Association. North Park University, Chicago, Illinois

November 2016 “War Zone at Home” Illinois Political Science Association, North Park University, Chicago, Illinois

April 2017 Exploratory Study on Militarized Policing in Will County.

Midwest Political Science Association

Chicago, Illinois

**Academic Service:**

November 200 1*Panel Discussant*

Illinois Political Science Association, Governors State University

University Park, Illinois

October 2007 *Panel Discussant*

Illinois Political Science Association, University of Illinois at Chicago

Chicago, Illinois

April 2008 NASPAA Standards Facilitator

University of Illinois at Chicago

Chicago, Illinois

November 2013 *Panel Facilitator/Discussant*

Illinois Political Science Association

Elgin Community College, Elgin, Illinois

April 2015 *Panel Chair*

Midwest Political Science Conference

Chicago, Illinois

April 2017 *Presenter*

War Zone at Home: Militarization of Local Law Enforcement

Midwest Political Science Conference

Chicago, Illinois

October 2017 *Presenter*

Small School Recruitment Initiatives

NASPAA Conference

Washington DC

April 2018 *Presenter*

Civic Engagement:

Midwest Political Science Conference

Chicago, Illinois

**Community Service Workshops**

July 2002 Workshop Presenter:

“Customer Service and the Public Servant”

South Suburban Mayors and Managers Association, Hazel Crest, Illinois

February 2003 Workshop Presenter:

“Customer Service and the Public Servant”

Village of Western Springs, Western Springs Illinois

May 2003 Workshop Presenter:

“Customer Service and the Public Servant”

South Suburban Mayors and Managers Association, Hazel Crest, Illinois

January 2004 Workshop Presenter:

“Customer Service and the Public Servant”

Governors State University, University Park, Illinois

February 2004 Workshop Presenter:

“Customer Service and the Public Servant”

Homewood Flossmore High School, Flossmoor, Illinois

March 2004 Workshop Presenter:

“Soaring to New Heights

Metropolitan Correctional Center

Chicago, Illinois

June 2004 Workshop Presenter:

“Customer Service and the Public Servant”

South Suburban Mayors and Managers Association,

East Hazel Crest, Illinois

**Professional Associations**

* + American Society for Public Administration (ASPA)
  + Illinois Political Science Association
  + Midwest Political Science Association
  + Midwest Popular Culture Association

**College and University Committees**

* + Faculty Advisor-Master of Public Administration Club (MPAC)
  + Division of Arts and Letters Personnel Committee
  + Criminal Justice Advisory Board
  + Master of Public Administration Advisory Board
  + Fulbright Discipline Peer Reviewer (July 2015)
  + NASPAA Site-Visitor 2003 – 2017
  + Inclusive Growth, CMAP 2018
  + Chicago Greater ASPA – Secretary

**Certification**

Illinois Real Estate License – April 2018

**Honor Society**

Pi Alpha Alpha – Global Honors Society (Public Administration, Affairs, Public Policy)

Gamma Theta Upsilon (GTU) - The International Geographical Honor Society