

## Mark A. Glaser, Professor

### Contact

Mark A. Glaser joined faculty in 1994; specialist in productivity measurement and development, community development, and citizen perceptions of government; Ph.D. in administration and urban studies, University of Texas at Arlington, 1981; M.U.A., Wichita State University, 1974; B.B.A., 1970

### Degrees

Doctor of Philosophy in Administration/Urban Studies, University of Texas at Arlington, May 1981. Dissertation:

“Community-Based Organizations and Neighborhood Economic Development: A Critical Examination.”

Master of Urban Affairs, Wichita State University, August 1974

Bachelor of Business Administration, Wichita State University, December 1971

### Primary Teaching Areas and Experiences

Wichita State University, March 1994-present

- Research Methods in Public Administration: Public Administration 702
- Applied Statistics for Public Sector Professionals: Public Administration 802
- Community Networks: Public Administration 871

University of Central Florida, August 1992-July 1994

- Analytic Techniques I: Public Administration 6700
- Analytic Techniques II: Public Administration 6701

Wichita State University, August 1981-May 1990

- Research Methods: Public Administration 702

### Publications

“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.

“Involving Citizens in the Decisions of Government and Community: Neighborhood-Based vs. 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.

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

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

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

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

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

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

&ldquo;Local Government Performance Through the Eyes of Citizens.&rdquo; Journal of Public Budgeting, Accounting and Financial Management, 12 (1), 2000, Mark A. Glaser and Robert B. Denhardt.

&ldquo;Service Delivery Satisfaction and Willingness to Pay Taxes: Citizen Recognition of Local Government Performance.&rdquo; 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.

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

## Research

Principal Investigator: Honoring a commitment to citizens Unified School District 259 contracted with the Hugo Wall School of Urban and Public Affairs to engage nearly 6,000 voters through survey research to assess public support for capital investments funded through the issuance of bonds and to see guidance in regards to future capital investments. Funded by Unified School District 259, Wichita, Kansas. &ldquo;Engaging the Community in Strategic Public Education Decisions.&rdquo; January 2006, Mark A. Glaser et al.

Principal Investigator: Designed and conducted a survey with responses from more than 6,000 registered voters to assess public support and willingness to pay for investments in public health. Survey findings were used to give citizens a voice in a public assembly (&ldquo;Sedgwick County Assembly: Prescription for Healthy Citizens&rdquo;) that illuminated health issues, concerns, and collaborative models for improved public health. Sponsored by 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. &ldquo;A Systems Approach to the Study of Community Health: Voter Concerns, Investment Priorities, and Willingness to Pay Increased Taxes.&rdquo; October 2004, Mark A. Glaser, H. Edward Flentje, Daniel J. Bryan and Misha C. Jacob.

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. Funded by the Department of Systems Management for Human Services, Fairfax County, Virginia. &ldquo;An Assessment of Need and Willingness to Engage Faith-Based and Secular Community-Based Organizations: A National Study of Urban Local Governments.&rdquo; May 2004, Mark A. Glaser, Sarah W. Shangraw, Marguerite M. Kiely and Daniel J. Bryan

Principal Investigator: An internal survey of personnel including commissioned officers was used to evaluate Wichita Police Department adherence to the principles of community policing and commitment to the strategic agenda. Funded by the City of Wichita, Kansas. &ldquo;An Internal Examination of Community Policing: Perceptions of Personnel.&rdquo; November 2002, Mark A. Glaser and Misty Bruckner.

Principal Investigator: An assessment of community and economic adjustment of refugees and immigrants in Fairfax County. Funded by the Department of Systems Management for Human Services, Fairfax County, Virginia. &ldquo;A Community Sampler: Eight Immigrant and Refugee Communities with Public School Children.&rdquo; December 2000, Mark A. Glaser, Lee Parker, David Miller and Jennifer Evans.

Principal Investigator: Survey of municipal governments in Kansas to guide agency strategic planning, League of Kansas Municipalities, Topeka, Kansas. &ldquo;City Officials Speak: A Membership Survey in Support of Strategic Planning, League of Kansas Municipalities.&rdquo; June 2000, Mark A. Glaser, H. Edward Flentje, David R. Miller and Linda K. Hamilton.

## Significant Practitioner Experience

Professor in Residence, Wichita City Manager&rsquo;s Office: September 1989-August 1992

Professor in Residence, Wichita City Manager&rsquo;s Office: September 1995-June 1996

## Academic and Professional Associations

American Society for Public Administration

Association for Public Policy Analysis & Management

Urban Affairs Association

## Papers

“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.

“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.

“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.

“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.

“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.

“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.

“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.

## Public Service Activities

Presentation, &ldquo;From Government to Governance.&rdquo; Keynote Address for the Annual Winter Meeting of the Kansas Association of City/County Management, February 2008.

Member of the Health Access Implementation, Coordination Work Group, August 2007.

#### Consulting Activities

&ldquo;Short Term Consultant&rdquo;to the World Bank to develop 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.

Full Vita

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