

## **GREGG G. VAN RYZIN, PhD**

---

Associate Professor  
School of Public Affairs and Administration  
Rutgers University  
360 MLK Blvd., Hill Hall, 7<sup>th</sup> Fl.  
Newark, NJ, 07102-1801  
vanryzin@newark.rutgers.edu  
Tel: 973-353-5093 ext. 35  
Fax: 973-353-5907

### BRIEF BIO

Gregg G. Van Ryzin, PhD, is an Associate Professor in the School of Public Affairs and Administration, Rutgers University, Newark, New Jersey. Dr. Van Ryzin's research focuses on the use of surveys and other social science methods to measure the performance of government and nonprofit organizations and to evaluate program outcomes. He also conducts research on citizen satisfaction with public services and public attitudes toward government. He teaches courses in statistics, research methods, program evaluation, and performance measurement and has published over 20 articles in scholarly journals in the fields of public administration, policy analysis, and urban affairs. Prior to joining Rutgers University, he was on the faculty of the School of Public Affairs, Baruch College / The City University of New York, where he served for eight years as the faculty director of the Baruch Survey Research Unit. Prior to becoming an academic, he had a post-doctoral professional career in evaluation and survey research in Washington, DC. He received his PhD in psychology from the City University of New York in 1991 and his BA in geography from Columbia University in 1985.

### EMPLOYMENT

*Associate Professor*, Rutgers University, School of Public Affairs and Administration, Newark, NJ, 2008 to present.  
*Associate Professor*, Baruch College / CUNY, School of Public Affairs, New York, NY, 2001 to 2008.  
*Assistant Professor*, Baruch College / CUNY, School of Public Affairs, New York, 1995 to 2001.  
*Senior Research Analyst*, Westat, Inc., Rockville, MD, 1993 to 1995. (Survey research and statistics firm.)  
*Senior Associate*, ICF International, Urban Policy Group, Fairfax, VA, 1991 to 1993. (Policy research and consulting firm.)  
*Program Analyst*, Phipps Houses, New York, NY, 1986 to 1989. (Nonprofit housing and community development organization.)

### EDUCATION

PhD	<i>Psychology</i>	The Graduate Center, City University of New York, 1991
BA	<i>Geography</i>	Columbia University, 1985

## REFEREED PUBLICATIONS

- Van Ryzin, G. G. (2008). Measuring street cleanliness: A comparison of New York City's scorecard and results from a citizen survey. *Public Administration Review*, 68 (2): 286-294.
- Van Ryzin, G. G., Immerwahr, S. (2007). Importance-performance analysis of citizen satisfaction surveys. *Public Administration: An International Quarterly*, 85 (1): 215-226.
- Van Ryzin, G. (2007). Pieces of a puzzle: Linking performance, satisfaction, and trust in government. *Public Performance and Management Review*, 30 (4): 521 – 535.
- Piotrowski, S., & Van Ryzin, G. (2007). Exploring dimensions and determinants of citizen attitudes toward governmental transparency. *American Review of Public Administration.*, 37 (3): 306-323.
- Van Ryzin, G. G. (2006). Testing the expectancy-disconfirmation model of citizen satisfaction with local government. *Journal of Public Administration Research and Theory*, 16: 599-611.
- Van Ryzin, G. G. (2004). Expectations, performance, and citizen satisfaction with urban services. *Journal of Policy Analysis and Management* 23(3): 433-448.
- Van Ryzin, G. G., Muzzio, D., Immerwahr, S., Gulick, L., & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index model to New York City. *Public Administration Review* 64(3): 331-341. (Winner of American Society for Public Administration's 2004 Louis Brownlow Award.)
- Van Ryzin, G. G. (2004). The measurement of overall citizen satisfaction. *Public Performance and Management Review* 27(3): 9-28..
- Van Ryzin, G. G., & Immerwahr, S. (2004). Derived importance-performance analysis of citizen survey data. *Public Performance and Management Review* 27(4): 144-173.
- Van Ryzin, G. G., Kaestner, R., & Main, T. (2003) The effects of federal and local housing programs on the transition from welfare to work: Evidence from New York City. *Cityscape*, 6(2): 45-72.
- Kaestner, R., Kaushal, N., & Van Ryzin, G. (2003). Migration consequences of welfare reform. *Journal of Urban Economics*, 53: 357-376.
- Van Ryzin, G. G., & Kamber, T. (2002). Subtenures and housing outcomes for low income renters in New York City. *Journal of Urban Affairs*, 24(2): 1997-218.
- Reingold, D., Van Ryzin, G., & Ronda, M. (2001). Does public housing diminish the social capital and labor force activity of its tenants? *Journal of Policy Analysis and Management*, 20(3): 485-504.
- Van Ryzin, G. G., Ronda, M., & Muzzio, D. (2001). Factors related to self-sufficiency in a distressed public housing community. *Journal of Urban Affairs*, 23(1): 57-70.
- Seron, C., Van Ryzin, G., & Frankel, M. (2001). The impact of legal counsel on outcomes for low-income tenants in New York City's housing court: Results of a randomized experiment. *Law and Society* , 35(22): 419-434.
- Van Ryzin, G. G. & Genn, A. (1999). Neighborhood change and the City of New York's Ten Year Housing Plan. *Housing Policy Debate*, 10(4): 799-838.
- Van Ryzin, G. G., & Engelman Lado, M. (1999). Evaluating systems for delivering legal services to the poor: Conceptual and methodological considerations. *Fordham Law Review*, LXVII (5): 2553-2571.
- Pereira, J. A., & Van Ryzin, G. G. (1998). Understanding public support for time limits and other welfare reforms. *Policy Studies Journal*, 26(3): 398-418.
- Van Ryzin, G. G., & Freeman, E. W. (1997). Viewing organizations as customers of government services: Data from Maryland's housing development programs. *Public Productivity and Management Review*, 20(4): 419-31.

- Seron, C., Frankel, M. Muzzio, D. Pereira, J., & Van Ryzin, G. (1997). A report of the perceptions and experiences of lawyers, judges, and court employees concerning gender, racial and ethnic fairness in the federal courts of the Second Circuit of the United States. *Annual Survey of American Law*, pp. 415-528.
- Van Ryzin, G. G. (1996). The impact of resident management on residents' satisfaction with public housing: A process analysis of quasi-experimental data. *Evaluation Review*, 20 (June): 485-505.
- Van Ryzin, G. G. (1995). Cluster analysis as a basis for purposive sampling of projects in case study evaluations. *Evaluation Practice*, 16(2): 109-119.
- Van Ryzin, G. G. (1994). Residents' sense of control and ownership in a mutual housing association. *Journal of Urban Affairs*, 16(3): 241-253

### WORKS IN PROGRESS

- Remler, D., & Van Ryzin, G. G. *Research methods in practice: A contemporary approach to applied social science*. Textbook being written under contract with Sage Publications.
- Van Ryzin, G. G. Citizen perceptions of road smoothness: Evidence from New York with implications for comparative performance measurement. Under review by the *International Review of Administrative Sciences*.
- Van Ryzin, G. G., & Grossman, S. Leading from the ground up: Correlates of social entrepreneurship in the US. Under review by *VOLUNTAS: Journal of the Voluntary and Nonprofit Sector*.
- Van Ryzin, G. G., & Charbonneau, E. Public service use and perceived performance: An empirical note on the nature of the relationship. Under review by *Public Administration: An International Quarterly*.
- Del Pino, E., & Van Ryzin, G. G. Public preferences for decentralized management of social welfare programs: An empirical analysis of region, politics, and performance in Spain. Working paper.

### REPORTS AND NON-REFEREED PUBLICATIONS

- Van Ryzin, G. G., et al. (2004-2007). *eTownPanel Special Reports*. Series of regular reports based on results of surveys conducted by the eTownPanel project, an online citizen survey project funded by the Alfred P. Sloan Foundation. Available at <http://etownpanel.com/results.htm>.
- Van Ryzin, G. G., Weikart, L., & Ronda, M. (February 2004). *Evaluation report: Project for Rockaway Youth in Safety and Education*. New York, NY: School of Public Affairs, Baruch College / CUNY.
- Muzzio, D., & Van Ryzin, G. (November 2001). *Satisfaction with New York City Services 2001*. New York City Council, Office of Oversight and Investigation.
- Muzzio, D., & Van Ryzin, G. (December 2000). *Satisfaction with New York City Services*. New York City Council, Office of Oversight and Investigation.
- Muzzio, D., Van Ryzin, G., & Ronda, M. (March 1999). *Final report on findings from the Edgemere/Arverne residents survey*. Unpublished report to the New York City Housing Authority.

- Van Ryzin, G. G. (1999). A decent home in a suitable living environment: Is government-assisted housing for the poor achieving its goal? *Properties: Journal of the Newman Real Estate Institute*.
- Muzzio, D. & Van Ryzin, G. (July 1996). *Training needs of community school board members: Results of focus groups and needs assessment survey*. Unpublished report to the Board of Education of the City of New York. New York, NY: School of Public Affairs, Baruch College.
- Van Ryzin, G. G. (October 1995). *Report on the initial survey of users of CDA's housing development programs*. Unpublished report to the Community Development Administration, Maryland Department of Housing and Community Development.
- Van Ryzin, G., Dietz, S. K., Weiner, J., & Wright, D. (April 1996). *The employment outlook in the microbiological sciences*. Washington, DC: American Society for Microbiology.
- Westat, Inc. (January 1995). *National evaluation of the supportive housing demonstration program*. Washington, DC: U. S. Department of Housing and Urban Development.
- Van Ryzin, G. G., Dietz, S. K., & Potter, F. (May 1994). *Focus group study of factors affecting the involvement of underrepresented minorities in the ASM*. Unpublished report to the American Society for Microbiology. Rockville, MD: Westat, Inc.
- ICF Incorporated (June 1993). *Interim evaluation of the single family property disposition demonstration*. Washington, DC: U. S. Department of Housing and Urban Development.
- ICF Incorporated (January 1993). *Report on emerging resident management corporations in public housing*. Washington, DC: U. S. Department of Housing and Urban Development.
- ICF Incorporated (December 1992). *Evaluation of resident management of public housing*. Washington, DC: U. S. Department of Housing and Urban Development.
- Van Ryzin, G. (1992). How participatory management can benefit residents and their co-ops: An overview of finding from a recent study of cooperative housing for the elderly. *Cooperative Housing Journal*, pp. 11-14.
- Van Ryzin, G. G. Review of *Providing supportive services to the frail elderly in federally assisted housing*, by Raymond Struyk et al. *Journal of the American Planning Association*, 56, Autumn 1990.
- Van Ryzin, G. G. Review of *Housing and social change in Europe and the USA*, by Michael Ball et al. *Journal of the American Planning Association*, 55, Autumn 1989.

#### SELECTED PRESENTATIONS (last 10 years only)

- Listening, learning and responding: Citizen surveys as a tool of government reinvention*. Invited paper presented at the Fundación José Ortega y Gasset, Madrid, Spain, November 2007.
- Can citizens accurately judge public performance? Evidence from New York City, with implications for developing international bureaumetrics*. Presented at the annual meeting of the European Group of Public Administration, Madrid, Spain, September 2007.
- Measuring street cleanliness: A comparison of New York City's Scorecard and results from a citizen survey*. Presented at the annual meeting of the American Society for Public Administration. Washington, DC, March 2007.
- New tools for more insightful analysis of satisfaction surveys*. Presentation at the annual meeting of the Easter Evaluation Research Society. Absecon, NJ, April 2007.
- Leading from the ground up: Correlates of social entrepreneurship in the US*. Paper presented at The Third TransAtlantic Dialogue, a joint conference of the European Group for Public Administration and the American Society for Public Administration. Newark, Delaware, May 2007.

- Pieces of a puzzle: linking government performance, citizen satisfaction and trust.* Paper presented at A Performing Public Sector: The Second TransAtlantic Dialogue, a joint conference of the European Group for Public Administration and the American Society for Public Administration. Leuven, Belgium, June 2006.
- Meanings of statistical significance in program evaluation.* Presentation to 29th annual meeting of the Eastern Evaluation Research Society, Absecon, NJ, April 2006.
- Citizen surveys on the Web: The eTownPanel project.* Presented at the annual meeting of the American Society for Public Administration. Denver, CO, April 2006
- Subjective and objective measures of street cleanliness.* Paper presented at the annual research conference of the Association for Public Policy Analysis and Management, Washington, DC, October 2005.
- The effects of interviewer sex and race on sensitive health questions.* Paper presented at the annual meeting of the American Association for Public Opinion Research. (With Stephen Immerwahr, Martin Frankel, and Farzad Mostashari.) Miami, FL, May 2005.
- Using community surveys to evaluate comprehensive community initiatives.* Paper presented at the annual meeting of the Eastern Evaluation Research Society. (With Michelle Ronda.) Absecon, New Jersey, April 2005.
- Expectations, performance and citizen satisfaction.* Paper presented at the annual meeting of the Urban Affairs Association, Washington, DC, April 2004.
- New approaches to the analysis of citizen surveys.* Invited presentation to the Department of Public Administration, Rutgers University, Newark, NJ, February 2004.
- Understanding the causes of citizen satisfaction with the municipal services: The expectancy-disconfirmation model.* Paper presented at annual meeting of the IGU Commission on Geography and Public Administration, Lisbon, Portugal, April 2003.
- Satisfaction with New York City government services: An application of the ACSI model.* Paper presented at the annual meeting of the Urban Affairs Association, Boston, March 2002.
- The effect of federal and local housing programs on the transition from welfare to work: Evidence from New York City.* Paper presented at the annual research conference of the Association for Public Policy Analysis and Management, Washington, DC, November 2001.
- Welfare reform and the residential mobility of the poor: Is there a connection?* Paper presented at the annual meeting of the Urban Affairs Association, Detroit, March 2001.
- Understanding citizen satisfaction with New York City government services: An application of the ACSI model.* Paper presented at the annual conference of the American Society for Public Administration, Newark, NJ, February 2001.
- Evaluation of a legal aid program in New York City's housing court.* Paper presented at the annual conference of the Eastern Evaluation Research Society, Atlantic City, NJ, March 2000.
- Housing and neighborhood outcomes for low income renters in New York City's housing programs.* Paper presented at the Northeast Regional Conference of the American Society for Public Administration, New York, NY, October 1999.
- Neighborhood change and the City of New York's Ten Year Housing Plan.* Paper presented at the annual research conference of the Association for Public Policy Analysis and Management, New York, NY, November 1998.
- Assessing the impact of the Ten Year Housing Plan on neighborhood change in New York City.* Paper presented at the annual conference of the Eastern Evaluation Research Society, Cape May, NJ, April 1998.

*Viewing organizations as customers of government services: Data from Maryland's housing development programs.* Paper presented at the national conference of the American Society for Public Administration, Philadelphia, PA, August 1997.

*The impact of government housing programs on the housing and neighborhood satisfaction of the poor: A study of attitudes using the American Housing Survey.* Paper presented at Housing in the 21<sup>st</sup> Century: Looking Forward, a Conference of the International Sociological Association, Research Committee 43: Housing and the Built Environment. Alexandria, VA, June 1997.

*Perspectives from the Supportive Housing Demonstration Program.* Paper presented at the annual research conference of the Association for Public Policy Analysis and Management, Pittsburgh, PA, November 1996.

*Organizations as customers of government services.* Paper presented at the regional conference of the American Society for Public Administration, Woodrow Wilson School of Princeton University, Princeton, NJ, October 1996.

*Trends in the reinvention of US public housing.* Invited presentation to a conference of international public administrators on Reinventing Government Management, sponsored by the Institute for Public-Private Partnerships and the Privatization Research Organization. Baruch College, New York, NY, July 1996.

*Public perceptions and policy preferences regarding welfare reform: A reanalysis of New York polling data.* Paper presented at the annual conference of the Eastern Evaluation Research Society (with Joseph Pereira). Philadelphia, PA, May 1996.

## RESEARCH GRANTS AND CONTRACTS

New York City Community Health Survey (\$3,000,000). New York City Department of Health and Mental Hygiene, 2002 to 2007.

Baruch Survey Research Unit (\$1,00,000). Various projects and sponsors, 1999 to 2007.

Renewal of eTownPanel Project (\$74,000). Alfred P. Sloan Foundation, Program for Citizen-Driven Performance Measurement, 2005.

eTownPanel Project (\$45,000). Alfred P. Sloan Foundation, Program for Citizen-Driven Performance Measurement, 2003.

Evaluation of the Project for Rockaway Youth in Safety and Education (\$600,000). New York City Board of Education, 2000 to 2003.

HUD Research Grant on the Interaction of Welfare Reform and Housing Programs (\$50,000), US Department of Housing and Urban Development, 1999.

PSC-CUNY Research Award (\$5,000), City University of New York, 1998.

Steven L. Newman Institute Research Award (\$2,000), Baruch College, City University of New York, 1996.

## HONORS AND AWARDS

*Louis Brownlow Award (for best article in Public Administration Review involving a practitioner), American Society for Public Administration, 2005*

*Scholarship and Creative Achievement Award, Baruch College / CUNY, 2005*

*Outstanding Scholarly Achievement Award, City University of New York, 2005*

*Scholarship and Creative Achievement Award, Baruch College / CUNY, 2004*  
*Outstanding Scholarly Achievement Award, City University of New York, 2004*  
*New York State Fellowship, City University of New York, 1987*  
*Graduate Fellowship, City University of New York, 1985 and 1986*  
*Phi Beta Kappa, Columbia University, 1985*

## PROFESSIONAL ACTIVITIES

*Board Member, Eastern Evaluation Research Society, 2005 to present.*

*President, New York Metropolitan Chapter of the American Society for Public Administration, 1999 to 2001.*

*Program Committee Co-Chair, 1999 Regional Conference, American Society for Public Administration, January 1999 to October 2000.*

*Council Member, New York Metropolitan Chapter of the American Society for Public Administration. 1995 to 1999.*

*Referee/reviewer for the following journals: American Journal of Public Administration, Journal of Public Administration Research and Theory, Journal of Policy Analysis and Management, Journal of Urban Affairs, Public Administration Review, Public Performance and Management Review, Urban Affairs Review.*

*Member of the following professional associations: American Evaluation Association, American Society for Public Administration, American Association for Public Opinion Research, Association for Public Policy Analysis and Management, Eastern Evaluation Research Society, Urban Affairs Association.*

## TEACHING

Quantitative methods (for PhD students)

Statistics (for regular and executive MPA students)

Research methods (for regular and executive MPA students)

Program evaluation (for regular and executive MPA students)

Performance measurement (for MPA and graduate certificate students)

Advanced research techniques (for MPA students)

Housing and community development policy (for both PhD and MPA students)

Introduction to public policy and administration (for both MPA and BA students)