

Alicia M. Schatteman

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<http://spaa.newark.rutgers.edu/schatteman.html>

Summary

- Experienced in both theory and practice of nonprofit and government management, 10+ years public management experience in Canada and the United States including grant writing and management
- Teaching experience with undergraduates, full-time graduate students, online students, executive graduate students and adults in continuing education programs
- Research experience related to public performance management and accountability, citizen participation, technology and government, government communications
- Webmaster of SPAA website using Dreamweaver (2005 to 2009)

Education

- Ph.D. ***Public Administration***
School of Public Affairs and Administration [SPAA], Rutgers University, Newark, New Jersey
Graduation: January 2009
Dissertation: “Public Performance Reporting: Determinants of Excellence”
- M.S. ***Communications Management***
S.I. Newhouse School of Public Communications, Syracuse University, Syracuse, New York
Class of 2005. Capstone Project: Defining and Engaging a Museum’s Community
- M.A. ***Canadian Studies***
Frost Centre, Trent University, Peterborough, Ontario, Canada. Class of 1997
Master’s Thesis: A Use, User and Economic Impact Study of the Bruce Trail, Ontario, Canada
- B.Soc.Sc. ***Public Policy and Management*** (Honors)
University of Ottawa, Ottawa, Ontario, Canada. Class of 1993

Teaching

Instructor, School of Public Affairs and Administration, Rutgers University, Newark, NJ

- E-Government, MPA Hybrid Course, Summer 2009
- Citizen Surveys, MPA Online Course, Summer 2009
- Philanthropic Public Service, Undergraduate course, Public Service Major, Spring 2009
- Analytical Methods, Executive MPA Course (Trenton, NJ) Spring 2009
- Government and Nonprofit Communications, MPA Course, Winter 2009
- Technology and Public Administration, MPA Course, Fall 2008
- Citizen Surveys, MPA Online Course, Fall 2008
- Management Techniques: Public Project Management, MPA Course, Summer 2008
- Research Design, Executive MPA Course (off-campus), Spring 2008
- Analytical Methods: Statistics for Public Managers, Executive MPA Course (Newark City Hall), Fall 2007
- Speech Communication as Critical Citizenship, freshman general education course, Fall 2004 & Spring 2005

Professional Development

- February 2008 **Diversity in the Classroom**, workshop offered to faculty by the Provost, Rutgers University
- Fall 2008 **Teaching with Technology Certificate**, offered by Rutgers University, Center for Teaching Advancement and Assessment Research (Online Grade Reporting, Detecting Plagiarism, Podcasting, and Using Media with PowerPoint Presentations)

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- Spring 2007 “**Effective College Teaching**” graduate course. Goal is to help students be able to apply research-based concepts and principles of learning, motivation and college student development.

Research

- 2006-present **Member of the International Working Group on Online Consultation and Public Policy Making** (www.reconnectingdemocracy.org). U.S. participation in the groups is supported by \$280,000, made possible through a \$1 million grant from the National Science Foundation’s Digital Research Program. The individual working groups will convene over a three year period to develop joint research agendas on critical international questions, produce white papers on key topics, and initiate joint research projects to continue after the three-year start up period.
- 2007-present **Co-Director of National Center for Public Performance - Canada** (www.ncpp.ca) a new website that compares and contrasts public performance measurement in the United States with Canada and creates some networking opportunities for researchers on both sides of the border
- 2005-2008 **Research Associate** for the “Public Performance Measurement and Reporting Network” (www.ppmrn.net), a project of the National Center for Public Performance in the School of Public Affairs and Administration, Rutgers University, Newark, New Jersey. I was on the team that developed the Network website functionality and content.
- 2007-2008 **Research Assistant**, “Internal and External Perspectives: Collaborating to Strengthen the Relevance and Utilization of Performance Measurement”, a project of the IBM Center for the Business of Government, follow-up to the Community Indicators Consortium 2005 Conference. Lead researchers Dr. Kathe Callahan and Dr. Kathryn Kloby

Consultancies

- *Local and Tourism Use of the East Coast Greenway*. Prepared for the East Coast Greenway Alliance, Wakefield, Rhode Island, 2001
- *30 Years in the Making: A Comprehensive User and Economic Impact Study of the Bruce Trail, Ontario*. Published by the Bruce Trail Association, February 1997.

Publications

- 2010: “Citizen Participation through Municipal Websites: A Global Scorecard” (co-authored with Aroon Manoharan). Stephen Coleman and Peter M. Shane, eds., *Connecting Democracy: Comparative Perspectives on Online Consultation and the Future of Democratic Discourse*.
- 2009: "A Comparative Study of Municipal Performance Measurement Systems in Ontario and Quebec, Canada" (co-authored with Etienne Charbonneau). *International Journal of Public Sector Performance Management (IJPSPM)* Special Issue on: "The Comparative Analysis of Local Government Performance Measurement Systems: A Global Perspective". Eric Scorsone, Michigan State University, USA and Emanuele Padovani, University of Bologna, Italy, eds. Volume 2, Issue 3 (November 2009)
- 2009: “Information Technology and Public Performance Management: Examining Municipal E-Reporting”, 3rd edition of *Handbook of Public Information Systems*, CRC Press (forthcoming 2009)
- 2008. “Public Performance Reporting: A Bibliographic Essay” *Public Performance and Management Review*. 32(2): 307-325.
- 1999. "Trails As An Economic Development Strategy: A Case Study" *Journal of Applied Recreation Research*. 23(2): 127 - 145.

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- “Results-Based Management and Public Sector Performance in Ontario: A Revolutionary Advance or Passing Fancy?” co-authored with Dr. Frank Ohemeng, University of Ottawa for the Emerging Issues section of *Public Performance and Management Review* (revise and resubmit)
- “Public Performance Management Systems: A U.S. and Canada Comparison” submitted to the Association for Canadian Studies in the United States, Occasional Papers on Public Policy series (revise and resubmit)

Contributing Author

- “Cases for the Classroom”, *Teaching Resources Guide for Public Affairs and Administration*. Available online at <http://spaa.newark.rutgers.edu/PDF%20Files/Teaching%20Resources%20FINAL.pdf>

Presentations and Invited Talks

- “Citizen Participation Through Municipal Websites: A Global Scorecard”, American Political Science Association Annual Conference, Toronto, Ontario, September 3-6, 2009
- “State of Ontario’s Municipal Performance Reports: A Critical Analysis”, Canadian Political Science Association Annual Conference, Carleton University, Ottawa, Ontario, May 27-29, 2009
- “Useless to Useful: An Evaluation of Municipal Performance Reports”, American Society for Public Administration 70th Annual Conference, Miami, Florida, March 20-24, 2009.
- “Information Technology and Public Performance Management: Examining Municipal E-Reporting”, Public Performance Measurement and Reporting Conference, January 23-24, 2009, Rutgers University, Newark, NJ
- “Online Participation and Democracy: A Case Study of Ontario’s Assembly on Electoral Reform”, Online Consultation and Public Policy-making: Democracy, Identity, and New Media Conference, Moritz College of Law, Ohio State University, Columbus, Ohio, March 14, 2008
- “Results-Based Management and Public Sector Performance in Ontario: A Revolutionary Advance or Passing Fantasy?” co-authored with Dr. Frank Ohemeng, University of Ottawa Assistant Professor, to be presented at the American Society for Public Administration 69th Annual Conference, Dallas, Texas, March 7-11, 2008
- “Lessons to be Learned: Municipal Performance Reporting in Ontario”, The First Annual Public Performance Measurement and Reporting Conference, Rutgers University School of Public Affairs and Administration, Newark, New Jersey, November 2-3, 2007
- “Municipal Performance Measurement Reporting in Ontario”, Institute of Public Administration of Canada Annual Conference, Winnipeg, Manitoba, August 26-28, 2007
- “Who Cares? Where are the Citizens in Ontario’s Municipal Performance Measurement Program?”, Canadian Political Science Association Annual Conference, University of Saskatchewan, Saskatoon, Saskatchewan, May 30-June 1, 2007
- “Municipal Government Collaboration: What Have We Learned?”, American Society for Public Administration 68th Annual Conference, Washington, DC, March 23-27, 2007
- “After the Policy is Written: Citizen Involvement in Ontario Municipal Performance Measurement Program”, Atlantic Provinces Political Science Association, Halifax, Nova Scotia, September 16-17, 2006
- “Collaborative Ventures: Innovative Ways to Expand Audience and Revenues”, Mid-Atlantic Association of Museums Annual Conference, Newark, New Jersey, October 11-15, 2003
- “Economic Impact of Trails”, Association for Canadian Studies in the United States biennial meeting, Leading Edge Conference, Seattle, Washington, November 1995

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Work Experience

- 2001-2005 **Executive Director**, Montclair Historical Society, Montclair, New Jersey
Developed the public programming, the annual operating and capital budgets, supervised staff and volunteers, wrote all grants, developed and implemented a communications plan, and broadened our public audience. Inaugurated the first Development Committee, and increased general operating support by 24% over two years. Prepared Board training manuals and standard meeting procedures. Created and chaired the Montclair Nonprofit Roundtable to bring nonprofit partners together.
- 1999-2001 **Communications Director**, New Jersey Historical Society, Newark, New Jersey
Working for the oldest cultural organization in the State, I was primarily responsible for membership relations and media relations. I fostered media relationships in Newark and across the state, and grew membership by 10% during the two years.
- 1997 – 1998 **Museum Program and Marketing Specialist**, County of Middlesex, Piscataway, New Jersey
I helped develop public programming and marketing for this new historic site. I worked with community members to increase awareness of the site and build volunteer corp.
- 1995– 1997 **Tourism Coordinator**, County of Victoria, Lindsay, Ontario, Canada
I worked with the tourism industry in the county to support and develop tourism marketing strategies including trade shows, publications, and special events.

Honors/Awards

- ***Rutgers Excellence Dissertation Fellowship Award*** 2007-2008 and 2008-2009 offered by the Graduate School-Newark on the basis of exceptional academic merit, as evidenced by scholarly promise.
- ***Pi Alpha Alpha***, National Public Affairs and Administration Honor Society, inducted May 2007
- ***Best Master's Research Project Award*** from the Foundation of Women Executives in Public Relations, S.I. Newhouse School of Public Communications, Syracuse University, Master of Science in Communications Management program, 2005