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MPA Program Newsletter

Volume 3, Issue 3

September, 2014

New Interim MPA Director

Greetings!

I'm Dr. Pamela Dunning, Associate Professor in the MPA program and the new Interim MPA Director. Dr. Jonathan Harrington, who served as Interim Director since January 2014, has stepped down to continue in his role as Director of the MSIR program. On behalf of the MPA program, I would like to thank Dr. Harrington for stepping in to assist the program as we go through the process of hiring a new director. This past year, a search for a new MPA director was conducted and the selected candidate subsequently declined the offer due to the non-availability of a spousal position in the university. The search process is continuing and we hope to have a new director in place before the start of the next academic year.



In addition to the new director position, we have started the search process to fill the vacant faculty position created by the retirement of Dr. Shetterly in July.

The program is now in the self-study year for NASPAA reaccreditation, which runs from Term 5 2014 through Term 4 2015. During this time, we will be compiling data that will display our compliance with NASPAA Standards. A site visit team from NASPAA will visit the TROY Campus in 2016 and we expect to be reaccredited for another seven years.

My role this upcoming year will be to keep the program on track towards reaccreditation. Please feel free to contact me with questions or concerns at pdunning@troy.edu. I look forward to serving the program and students!

Important Dates:

Oct 13:
Term 2 begins

Nov 7:
Deadline to file Intent to Graduate form for Term 3

Nov 21:
Deadline to drop classes or withdraw from the University for T3

Dec 1:
Registration for Term 3 begins

Dec 14:
Term 2 ends

Jan 5:
Term 3 begins



Dr. Dayna McDaniel

Faculty Profile—Dr. Dayna McDaniel

Hi, I am Dr. Dayna McDaniel. Many of you have had me in the research methods, public human resources, organization behavior, and government budgeting courses or in the public health concentration courses. I have enjoyed teaching at the college level for over 23 years and have taught for TROY for almost as long. TROY has always challenged me with teaching what I consider a group of quintessential graduate students in the MPA program.

Like many of our graduate students, I too have managed multiple roles while achieving my academic endeavors. Some of my colleagues remember when I was a Lt Colonel working for the Air Force Special Operations Surgeon General's office during the day, and then changing out of my Basic Duty Uniform (BDUs) to teach my adjunct evening course for TROY or another University at that time. Upon returning to my home after a full day, I would sit down in front of my computer and continue researching my approximately 200-page dissertation for the University of Alabama as I finished my doctorate. As well as most of your instructors, I have been where many of you are, juggling multiple tasks and personal life around academic endeavors. Many of us (your professors) have similar stories of guiltily stealing minutes to complete a paper scheduled around family and job responsibilities; late nights and early mornings being the scheduled norm.

Experience is not everything, but it is immensely important when stepping into a classroom of seasoned graduate students. In the military, I was fortunate to see the world as a Health Service Administrator (hospital administrator in civilian terms) with the Air Force Reserves which even led to South American jungle trips to set up Humanitarian Civic Action (HCA) medical missions serving thousands of people who walked for days through jungles to receive vaccines or get health care for their children and themselves. Such HCA mission experiences help me to teach public health courses with a reality that cannot be learned from a book. Being in air evacuation also led to experiences with Afghanistan patients along with the Middle East, as well as European, Pacific Islands, Japan, Korea, and Alaskan missions serving as the health mission operations officer of medical evacuation crews. Civilian positions that helped me form political insight came from my work with federal and state governments. Interning at the White House in the News Summary office during President Reagan's administration, as a 20 year old freshly graduated with a political science degree from University of California Riverside, gave me the opportunity to view processions of dignitaries, attend White House News briefings, work with the national media, talk with presidential speech writers, and literally collide with Vice President George Bush (Senior) and Mr. Meese (both very kind and very tall) outside the White House dining room. One of my most rewarding civilian positions, other than teaching (of course), was being a Florida State Representative Aid. Since Florida Representatives are only part-time, I was my Representative's only "aid" and had the opportunity to run the district office and attend the Tallahassee legislative session, set up and take meetings with city officials and lobbyist, write speeches and bills, and work with state institutions on cases. Talk about your learning curve. Experience in working with Florida state institutions on cases that constituents brought me spanned into multiple areas of convincing the state agency to add a name to their Veterans WWII memorial, helping a family cleanup an environmentally hazardous waste running through their trailer park, working with chief lobbyist and department heads of state agencies, and assisting state contractors get past a situation that was blocking their state pay. These and hundreds of other state-level cases made this job one of the most intense and the most rewarding experiences in helping me bring reality to my courses today.

It is my pleasure to serve with a faculty in which all of TROY's MPA instructors enter their cyber or physical classrooms equipped with similar real-life experiences working in government and having a first-hand knowledge of what your future will demand of you as public administrators. We have been where you are now, and we consider ourselves fortunate to have the opportunity to teach and advise our students along their path in public administration. I look forward to working with each of you sometime in the program.

The Most Common Mistakes Students Make When Using E-mail to Communicate with Instructors

By Dr. Pamela Gibson

Hey!

Cld u explain what u want in this paper?

Thanx,

captain@aol.com

It isn't difficult to see the many problems that exist in this e-mail to an instructor. However, not all the challenges facing students and instructors, when they attempt to communicate via e-mail, are readily apparent. Electronic mail can be a convenient and efficient method of communicating with course instructors; however, you must recognize some user guidelines to make it a worthwhile dialogue that answers your questions and furthers the learning process for both of you.

Familiar Format. Most electronic mail is conveyed in an informal atmosphere. Don't assume a degree of familiarity with your instructor before it is made evident in your encounters. Primarily, this is a professional relationship requiring an expected level of courtesy and respect. Hold off on forwarding jokes, stories and other unsolicited messages not relevant to class discussions unless you are confident the instructor would welcome and appreciate the mail. Begin not with "Hey!" but "Professor Jones."

Convenience before Comprehension. Its 2 a.m. and you're wrestling with that paper due tomorrow. Why not shoot off an e-mail to the instructor and ask for clarification on a topic from a class lecture? First, recognize that instructors check and reply to their e-mail according to varying schedules. S/he might not see your message until after the paper is due to be handed in. Second, aside from quick and short replies, e-mail is not a substitute for conversation. If you require clarification, elaboration or any other explanation of course material, an Instant Message (IM) session or phone call appointment with the instructor – well before the assignment is due - is in order.

That User Name Must Have a Story. If you are enrolled in a class at TROY, you have a TROY e-mail account. Use it to send and receive university communication. This allows the instructor to know who is sending a message and prevents you from having to explain that Hotmail account address.

The Blue Screen of Death. It's now 4 a.m. and you realize the instructor isn't going to help you before dawn. Why not take this opportunity to tell him/her what you really think of that last exam? Because that's a lose-lose proposition. Wait until you're well rested, well fed and can calmly communicate your concerns to your instructor. Then talk to him/her during an IM or phone call appointment. A large part of our work in public service is dealing with the public. If you are upset, an impulsive rant in an email to your instructor is indicative of an inability to remain professional and polite in the face of a demanding public.

Got Mail? Don't assume an instructor will reply to your message if you don't ask a question or explicitly request verification of receipt of the message.

On a Final Note

Be brief. Be explicit about what you want to know. Have your subject heading accurately reflect the message content. Don't send anything you don't want stored and retrievable for years to come.

Dr. Jones,

I have a few questions about the final paper due in five weeks in PA6600. Can we set up a time to discuss them this week? My questions are: (listed)

Thank you,
Mary Student
PA6600



Dr. Pamela Gibson

Alumni News

Michael Haworth was promoted to Assistant Chief in the Pinellas Park Police Department, FL. He has spent his entire law enforcement career with the City since 1990, and is now assigned to Operations in charge of Patrol and Special Operations. He was a prior Officer of the Year, holds a Master's Degree in Public Administration from Troy University and he is graduate of FBI National Academy's 213th session. (This is the first time in the 99 year history of the agency that the city has promoted an assistant chief).

Captain Bill Royal attended Troy University from 2003 to 2005 at the Fort Walton Beach Campus while working at the Fort Walton Beach Police Department (FWBPD), graduating with his MPA in October 2005. Captain Royal was recently promoted to his new rank and became the Commander of the Patrol Division. The FWBPD is a small department and this position places him in one of two positions directly below the Chief of Police. His new duties consist of directing patrol operations and activities, which includes supervising four Patrol Sergeants and the management of overall patrol operations, internal affairs investigations, receiving and investigating complaints from the general public about patrol officer actions or inactions, public relations, field training program for new officers, and budget requests. Captain Royal has a total of 37 years in law enforcement, 21 in the USAF as a law enforcement specialist and 17 with the FWBPD. His earlier education includes an A.S. in Criminal Justice from the Community College of the Air Force and a B.S. in Law Enforcement with a minor in Forensic Science from Jacksonville State University.

Ocea Lattimore has been appointed to be the Director of Assets and Logistics. Lattimore joined the City of Tampa in August 2005 as a Continuous Improvement Coordinator in the Wastewater Department, where she was later promoted to her current role as Wastewater Operations Manager. She holds a Bachelor of Science in Electrical Engineering from the University of Central Florida and a Master of Public Administration from Troy University.

Current Student News

Barvetta Singletary has accepted a position as the Special Assistant to the President and House Legislative Liaison. She will handle members of the House (both Democratic and Republican members) and have the portfolio of the Appropriations, Budget, Transportation and Agricultural Committees.



Chantel Hartman was accepted into the Veterans Affairs National Diversity Internship Program (NDIP) for the 2014 summer session. She was placed in the Veterans Health Administration's Office of Health Equity (OHE) in Washington, D.C. Her project for the summer was to research health disparities affecting vulnerable Veteran populations and develop an OHE document that explains the health care outcomes of veterans across the Veterans Health Administration. NDIP provides internship opportunities to diverse undergraduate and graduate students who are currently enrolled, full-time or part-time, in a degree-seeking program, at an accredited post-secondary institution.

Faculty Updates

Congratulations to Dr. Dayna McDaniel who was promoted to Senior Lecturer this past summer. Senior lecturers are faculty who have demonstrated a record of teaching and service that is of exceptional value to the University.

Dr. Pam Dunning co-chaired the 2014 International Public Administration Conference (with Public Administration Committee of the Joint University Council, Great Britain—TPA/JUC) in Liverpool, UK, June 9-11, 2014. She also presented at the Joint TPA/JUC Conference, "Introducing Quality through Program Accreditation: A Necessary Evil?" with Professor John Diamond from Edge Hill University, UK.

Recent Graduates

Congratulations to the following Term 4 and 5 graduates:

Francis Agyin	Qi Han	Debra M. Ojo
Samantha L. Allbrook	Jonathan G. Henson	Christopher J. Pellegrino
Matthew D. Alvarey	RaShannda Herren	Derick A. Poppelreiter
Jimmy Bedsole	Hillary L. Hogan	Michael W. Root
Anthony D. Bennett	Janna R. Jacobson	Anna M. Rougeau
Ladonna L. Bowen	Emily S. Jordan	Michael W. Rumer
Bart B. Brimhall	Candacy N. Kassa	Sebastian Saenz
Michelle E. Brown	Richard A. Lehmkuhl	Albert J. Swanson
Pamela D. Edwards	Cheng Liu	Pamella K. Talley-Coney
Houda El Brak	Hui Ma	Shelli K. Thomason
Dawn A. Ellis-Murray	Joel M. Machek	Erica E. Thrash
Alvin L. Fenn	Quatrina M. Mahaffey	Jody Valente
Jonathan S. Fiel	Damek McCray	Ashley D. Weber
Malerie L. Filiault	Jamie M. McDaniel	Jennifer L. Williams
Steven C. Girk	Marcus A. McGauley	Doralisa Wroblewski
Kurt M. Grizzard	Antoinette M. Miles	Xianruo Xie
JongMyeong Ha	Sharri J. Miller	Ashley M. Young

New Students

Please welcome the following new students who were admitted between May and July 2014:

Linda Aldridge	Phaydra Foster	Jarryd Mitchell
Alicia Anderson	Cherae Gamble	Danielle Mulkey
Roosevelt Armstead	Ceakima Golden	Joshua Murray
Kelsey Bang-Olsen	Shaquna Gouch	Alecia Ogir
Lynn Banks	Veronica Gray	Tia E. Orr
Alisha Bibb	Stuart Gurba	Rashni Pant
Galvin Billups	Engrid Gurley	Joseph Parkinson
Morgan Blankenship	Sakitha Hall	Manoucheka Philantrope
Charlotte Bowen	Kandice Hall	Sheon Pinckney
Zena Bowen	Katina Henderson-Hawkins	Kristen Remington
Anthony Britt	Kimberly Hill	Donald Richey
Da'ron Brown	Brittany Hollinger	Ronnie Rogers
Mato Brown	Laquita Hopkins	Codie Rowland
Charlotte Bush	Adam Horton	Katrina Rumph
Alexis Cadwell	Eli Huven	Brittany Scott
Janan Calhoun	Kyle Inman	Stefanie Stephens
Michael Campbell	Twyla Jackson	Jessica Stewart
Xiaofeng Chen	Virginia Jackson	Robert Theodorson
Brenda Clark	Glenda Jolly	Keonna Ware
Arneicia Coleman	Candice Keller	Christopher Warner
Jessica Colley	Latonya Kemp	Karen Welch
Raven Covington	Dathan Knott	April Whaley
Chaintelle Davis	Lionel Leonard	Ronald Whaley
Mamantha Devaram	Michael Lucio	Alan Wilemon
Devan Ellis	John Lyndall	Sjajuan Williams
Justin Elmore	Anthony Marrero	Robert Williamson
Ryan Evans	Carl McClendon	Taris Woodall
Austin Floyd	Latonya Mines	Chrystal Whitten

Ms. Ashlee Andrews—Student Services Award

At the August faculty meeting, the MPA faculty presented the first-ever “Excellence in MPA Student Services Award,” to Ms. Ashlee Andrews for outstanding service to our MPA students. Ms. Andrews was selected based on nominations submitted by MPA students and faculty, receiving a certificate as part of the ceremony.

Ms. Andrews, who advises students with the last name I, N, R, and XYZ, has been a student services coordinator for Troy University for almost three years. She advises between 500 and 800 eTROY and Global Campus students depending on the term, and guides students towards success in a range of Arts & Sciences degrees, including associate, bachelor’s, and graduate programs.

MPA students provided the following feedback about Ms. Andrews: “Though only dealing with Ashlee via primarily email (and a few phone calls), she has been wonderful to work with and very quick to respond to my emails and questions during my application process. She was very helpful, courteous and cheerful. I was always treated with respect.” Another noted, “Ashlee has been very helpful when I’ve had questions. She has led me to the correct individuals that I needed to speak with regarding financial aid and registration. She responds quickly and is always kind in her words.”

A third MPA student remarked that “Ms. Ashlee Andrews always sends important reminders, and she is always willing to answer questions in a quick manner. Great advisor and I wish every advisor was as caring as she proved to be.” Yet another remarked, “Ashlee has gone above & beyond to make sure I have never gotten lost in the shuffle of juggling both online & on campus classes through the MPA program. She has answered every single question I’ve had (even if it may not have been her area of expertise!) -she’s given great advice...Ashlee has been the one constant in this educational journey that I knew I could count on! She is the epitome of excellence in Student Services!”

An Ozark, AL native who enjoys crafting and baking, Ms. Andrews received her undergraduate degree in biology from Troy University. She eventually gravitated towards student services because she enjoys working with students. “I like seeing students graduate,” Ms. Andrews said. “I like the happy outcome when they finish all their classes and have achieved what they set out to do.” To further build her skill set, she will be starting a master’s degree in human resource management with Troy University this coming year.



Ashlee Andrews & Dr. Leora Waldner

Ms. Andrews is known for her student-centered focus. Her advice to the MPA students? “Study hard and do not procrastinate,” she says. When asked what works well for her students, she notes that taking one class per term can really help: “If they take one class a term, they can have more time to devote to one class. Most of our students work, so juggling two classes with work and family can be tougher than expected,” she noted. For students struggling in their classes, she urges them to contact their instructor, and to reach out to their faculty adviser: “We want you to form your relationship with your faculty adviser...reach out and let them know you are struggling so they can be aware of that,” Andrews noted.



The mission of Troy University's Master of Public Administration Program is to strengthen the quality of public service by facilitating learning, promoting scholarship, improving practice and engaging in public service. The program strives to develop graduates who bring to the public work force the intellectual acuity, ethical commitment, and professional competence to effectively serve the public interest.

Annual MPA Faculty Meeting

The entire MPA faculty met at the TROY Campus the first week in August to attend the College of Arts & Sciences, Political Science Department and MPA faculty meetings and convocation. The group photo was taken at the Trojan statue in the middle of the quad.



Back row (l—r): Dr. Charles Mitchell, Dr. Robert Abbey, Dr. Kern Craig, Dr. LaKerri Mack, Dr. Fred Meine, Dr. Kristie Roberts-Lewis, Dr. Sam Shelton

Middle row (l-r): Dr. Pam Dunning, Dr. Dayna McDaniel, Dr. Kim Loutzenhiser, Dr. Tammy Esteves, Dr. Terry Anderson

Front row (l-r): Dr. Leora Waldner, Dr. Pamela Gibson

Share Your News!

Our next issue will be January 2015 and we need your help to fill it. Please e-mail Dr. Pam Dunning (pdunning@troy.edu) if you have recent news that you would like to have included in the newsletter.

A special thanks to everyone who contributed to this newsletter. Your help is greatly appreciated.