In the Fall 2003 Newsletter, I promised that I would update you on the status of the new Ph.D. program in the Spring. Well the school year is racing by, as it always seems to, at least to me; but then again, I am not taking exams or writing term papers! The proposal for the new Ph.D. program in Public Management and Urban Policy has been completed and has already cleared several hurdles within the University. We anticipate that the proposal will go to the State Council of Higher Education later this Spring; and that the program will be approved. If all goes as planned, we will begin the new program in the Fall semester. I certainly hope to have good news for those who are interested in doctoral education in the Newsletter next Fall!

Registration for the Summer and Fall semesters will begin April 12th. We did experience a few problems with registration for this current semester because some currently enrolled students waited a little too long to register and classes they needed were filled. Please do not let this happen to you! Plan to register early, in order to get the classes you want and need! Make an advising appointment if you have any questions or concerns, or you can choose to talk with any faculty member for advice. Dr. Ruchelman is available to meet with MUS students, Dr. Mengistu is available to meet with Ph.D. students, and I am available to meet with MPA students. You may also call Marjorie Wills, our Program Manager, at 757-683-3961. So if you have questions, now is a good time! Once again it is important to remember that most core courses for all three programs are available only in the Fall and Spring semesters, so plan accordingly!

I want to thank the USPA Chapter of the ODU Alumni Association and the Office of Alumni Relations for putting on a great alumni/student reception in January followed by the ODU Men’s basketball game! It was a lot of fun and our team won! The next alumni/student function will be the end-of-the-school-year party which will be held on Saturday, May 1st (see page 7 for more details). So mark your calendars! It is always a really fun event!
Welcome!
We are pleased to welcome Mia Brinkley as a new Graduate Assistant in the USPA office. Mia graduated from the University of South Carolina, and is pursuing her MPA at ODU. She began the program last semester, and will be a research assistant for Dr. Gibson.

Congratulations!
Thomas Poulin, David Chapman, J. Michael Hawkins, and Ann Kopitzke had their proposal accepted by the Program Committee for a presentation at the Annual Meeting of the Urban Affairs Association to be held March 31 - April 3, 2004. The paper is titled “Determinants of Neighborhood Satisfaction in Central Cities: An Analysis of the 2001 American Housing Survey.” The co-authors are all Ph.D. students in the Urban Services program at ODU.

Activities of Several Recent USPA Graduates...
Assistant Chief David Palmer, MPA ’01, has announced his plans to retire from the City of Norfolk Department of Fire-Rescue, after 28 years of service. Chief Palmer has accepted the position of Executive Director of Emergency Medical Services of the Marion County EMS Alliance Inc. The organization provides life support emergency medical services and emergency management support for Marion County, Florida.

Linda Michie, M.U.S. ’02, has opened a mediation firm, Versatile Resolutions, in Virginia Beach. It provides mediation services to businesses, individuals, families and court referrals for seven general district courts.

Erica Woods-Warrior, M.P.A. ’02, was selected as a 2002-03 Congressional Fellow. She taught the first African American Politics course at James Madison University last fall.

Vickie Williams, M.P.A. ’02, has recently been promoted to the Uniformed and Overseas Citizens Absentee Voting Act Coordinator for the State of Virginia.

Congratulations to you all!
### Summer 2004 Schedule of Classes

**SESSION 1** (May 10 to June 27 - 7 weeks)  
**SESSION 5** (June 28 to August 15 - 7 weeks)

<table>
<thead>
<tr>
<th>Session 1</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
<th>SATURDAY &amp; NONSCHEDULED COURSES</th>
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| LEAVITT   | PADM 695 Advanced Topics: Privatization  
P  5:45 - 8:25  
30988 | PADM 795/895 Advanced Topics Public Personnel Administration  
C  5:45-8:25  
34883 | PADM 695 Advanced Topics: Privatization  
P  5:45 - 8:25  
30988 | PADM 668 30991  
PADM 696 30993  
PADM 698 30994  
URBN 668 30995  
URBN 685 30996  
URBN 868 30997  
URBN 898 30998  
URBN 899 (1) 30999  
URBN 899 (3) 31000  
URBN 899 (6) 31001  
URBN 899 (9) 31002 | |
| MORRIS    | PADM 603 Environment of Public Admin  
P  5:45 - 8:25  
30990 | PADM 603 Environment of Public Admin  
P  5:45 - 8:25  
30990 | |
| RUCHELMAN | ADJUNCT 1 Walters  
PADM 695 Advanced Topics: Non-Profit Mgt.  
P  5:45-8:25  
30989 | PADM 695 Advanced Topics: Non-Profit Mgt.  
P  5:45-8:25  
30989 | |
| RUCHELMAN | RUCHELMAN  
PADM 701 URBN 701/801 Policy Analysis  
P  5:45 - 8:25  
C  1043  
31103 | |
| MENGISTU  | MENGISTU  
PADM 730/830 Conflict Resol and Problem Solving  
P  5:45-8:25  
31098/31101 | PADM 734/834 Negotiation and Dispute Resol  
VB  5:45-8:25  
31099/31102 | PADM 701 URBN 701/801 Policy Analysis  
P  5:45 - 8:25  
C  1043  
31103 | |
| RICHMAN   | RICHMAN  
PADM 781 Intergovernmental Management  
C  1043  
5:45-8:25  
31100 | PADM 781 Intergovernmental Management  
C  1043  
5:45-8:25  
31100 | |
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<td>GIBSON</td>
<td>*PADM 651 Intro to Public Admin C 5:45-8:25</td>
<td>*PADM 651 Intro to Public Admin P 5:45-8:25</td>
<td>PADM 723/823 Ethics C 5:45-8:25</td>
<td>PADM 711/811 &amp; URBN 711/811 Urban Services Administration P 5:45-8:25</td>
<td>PADM 668 Internship # 10940</td>
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<td>*PADM 655 Org Theory C 5:45-8:25 13141</td>
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<td>RICHMAN</td>
<td>URBN 895 Public Law &amp; Urban Governance C 7:10 – 9:50</td>
<td>*PADM 733/833 Legal Foundations VB 5:45-8:25 13146/13154</td>
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<td>*PADM 746 Capstone P 5:45-8:25 14898</td>
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<td>RUCHELMAN</td>
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<td>ADJUNCT 1</td>
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The Most Common Mistake Students Make When Using E-mail to Communicate with Instructors

by Pamela A. Gibson, Ph.D.

Hey!
Could you explain what you said last night during class about that theory?
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, students must recognize some user guidelines to make it a worthwhile dialogue that answers your questions and further 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 face to face 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.

Convenience before Comprehension It’s 2am 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 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 appointment to see the instructor is in order.

The User Name Must Have a Story If you are enrolled in a class at ODU, you have an ODU 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 America Online account address.

The Blue Screen of Death It’s now 4am 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? Wait until you’re well rested, well fed, and can calmly communicate your concerns to your instructor. Then, tell him/her during an office hours visit.

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. Also, check your mail before coming to class and asking the instructor if s/he got your message. Why repeat what is currently residing in your in-box?

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.

Note: See Dr. Gibson’s article in the Spring, 2003 newsletter, “The Most Common Mistake Students Make When They Do Homework.” In the Fall 2002 newsletter she wrote, “The Most Common Mistake Students Make When They Miss Class” and in the Spring 2002 newsletter, you’ll find her article, “The Most Common Mistake Students Make in Planning Coursework.”

The Most Common Mistake Students Make When…

Dr. Pamela Gibson is an Assistant Professor in the USPA program. She teaches Introduction to Public Administration and Ethics in Public Administration.

DATES OF INTEREST

• April 9 — Deadline for Master’s and Ph.D. students to apply for August 2004 graduation
• April 12 — Summer and Fall 2004 registration for classes begins, for currently enrolled students
• April 27 — Classes end
• May 8 — Spring 2004 Commencement
• May 10 — Session I Summer classes begin
• June 28 — Session II summer classes begin
• August 27 — Summer 2004 Graduation Date
Can you honestly and confidently reply to all of the above, even the final statement, with a resounding affirmative? If so, congratulations! If not, welcome to Resume Writing 801: The Deadly Details.

First impressions are vital. If you are sending a physical resume it must be on fine bond resume paper and have a matching envelope. It must contain appropriate and well-organized information, lots of white space, clear type, and consistent emphasis.

Resumes are usually quickly scanned, not carefully read. Use as few words as possible to convey skills and experience. Pertinent information must leap off the page. Seek assistance if necessary and have the document proof read by several people, including at least one expert. Keep in mind, however, that it is your resume and is best written by you. Professionally written resumes often look good, but often lack substance.

Header – Most people start off just fine with name and address, but then insult the reader’s intelligence by telling them that 757-654-8467 is a telephone number and name@whatever.com is an email address. And speaking of email addresses, would you hire hotdog-ger@whatever.com?

Objective – Commonly misunderstood. Does not need to appear on the resume but must be in the brain as you write to provide a focus. Be specific. Less is more. Save the “need to fulfill your destiny…”, “use the skills and background attained through…” and contribute to the success of…” for your cover letter.

Executive Summary – Can you articulate your background, experience, and education, skills, and personal qualities in 3-5 short statements? Everything else on your resume simply confirms these statements. Don’t use “I,” just say it.

Education – Do you know the proper name of your degree/s? Are you 100% sure? List relevant courses if you do not have a lot of related experience.

Related Professional Experience – Forget the laundry list of responsibilities. What functions did you perform? How well? What did you accomplish? Tailor the way you express your skills and background to the position for which you are applying.

Other Experience - Although unrelated to your objective, list other experience to show an unbroken employment record and your accomplishments outside of your field.

Military Experience - Don’t separate this out unless you have a very specific reason for doing so. “Civilianize” the wording wherever possible. Concentrate on administrative duties and leadership skills.

Languages - “Bilingual,” is meaningful only if you note which other language you speak.

Technical/Computer Skills – Be clear on your level of expertise. If you have a long list arrange it in a meaningful way.

Professional Associations – Mid-career individuals should have memberships and leadership roles to highlight in this category. Conference attendance is not important unless you presented a seminar or paper on a relevant topic.

Public Service/Community Involvement – A must for public administrators. If your list is huge, name the section “Recent Community Service,” and go back 5-10 years.

Other – Can be used for anything important and relevant. Possibilities include security clearance status, awards received, publications, etc. If you have more than 3 related points you can create an entire section devoted to that topic.

(Continued on page 7)
The American Society for Public Administration (ASPA) has provided over 60 years of professional collaboration among academics and practitioners in the field of public administration by publishing scholarly journals, hosting regional and national conferences, and orchestrating electronic communications to assist in the advancement of public administration education, theory and research. There are many advantages to joining the association and we strongly encourage you to visit their website at www.aspanet.org for details.

The Hampton Roads Chapter of the American Society for Public Administration serves the sixteen counties and cities of Southeastern Virginia. Every other month, starting in September of each year, the chapter offers exciting general membership luncheon meetings and special programs. Please learn more about our own chapter by visiting www.aspahr.org.

ASPA, Hampton Roads Chapter Awards Luncheon
Thursday, May 20, 2004
11:30AM, ODU Webb Center

ASPA encourages outstanding performances from all of us in public service. Each year the Hampton Roads Chapter likes to recognize both current and future public servants who have made outstanding achievements. Each spring we hold a luncheon to recognize these people. Awards are given to two top practitioners and one in the field of higher education as well as a scholarship to a student of public administration.

The awards for Outstanding Administrators are taken from nominations submitted by their fellow public servants. A form, provided on the chapter’s website, must be submitted. A committee then evaluates these nominations and selects a recipient for each award.

There are three awards for outstanding administrator. Two awards are named for past regional administrators who exemplified outstanding service. The first is the George Robert House, Jr. Award for Outstanding Service. This award is given to an outstanding public administrator under the age of 35. Eligible nominees include Youth Volunteers, as well as full-time employees in Public Administration. The second is the Julian F. Hirst Award for Outstanding Service. This award is given to an outstanding public administrator age of 35 and up. The third award is the Dr. Wolfgang Pindur Award for Distinguished Service in Academia and Practice is given to an outstanding public administrator in the field of higher education.

The Hampton Roads Chapter also likes to recognize a student in public administration with a scholarship to assist him or her in their studies. The scholarship also requires a completed form to be sent to the committee for evaluation and selection. Scholarships range from $500 to $1,000. In addition, we will recognize the year’s Pi Alpha Alpha members.

Please go to the chapter website for more information about the luncheon as well as other helpful information about the association. You will find links to the nomination form for the Hirst and House awards, and the nomination form for the Pindur and student scholarship awards. The deadline is Monday, April 19, 2004. The awards will be given at the Hampton Roads ASPA Awards Luncheon on May 20, 2004, in the Rivers Room at the ODU Webb Center in Norfolk.

Better yet, “Excellent references available on request.”

ODU students seeking resume assistance please call 683-5777 to make an appointment with Judy White, Career Liaison to the College of Business and Public Administration, or email your resume to jrwhite@odu.edu. It will be returned with comments and suggestions.
Greetings from the Alumni Corner!

by Lacie Davis

In the last newsletter, I spoke of the event we were sponsoring for the December graduates. I am happy to say that it was a hit! We had a wonderful reception in the Convocation Center, or what so many refer to as “The Ted.” Catchy, isn’t it?

After enjoying some goodies, we all went to watch the ODU men’s basketball team against Hofstra University. I want to thank The Office of Alumni Relations, and in particular, Kenisha Sumner, for helping to put the evening together. It was a great night!

The Alumni Chapter has been meeting regularly to brainstorm on ideas for future projects. Keep your eyes open for our next event!

We had great feedback about the meet-and-greet we had in September. We hope to do the same thing again for the Fall semester. Once we have a date, I will notify everyone about the next event.

On a side note, I would like to thank all who come to the Alumni meetings. I appreciate the time you take to contribute. I also want to thank Meg Spencer. She is a graduate assistant in the USPA Department. Meg comes to every meeting and is always willing to help!

Good luck, and congratulations to the new graduates!

If you would like further information about the USPA Chapter of the ODU Alumni Association, please contact Lacie Davis, Chapter Chairman, at ladavis@vbcps.k12.va.us.

A Message From Your MPA/MUS/PhD Alumni Chairman…

USPA Spring Party ’04

Date: Saturday, May 1, 2004
Time: 7:00 to 11:00 PM
Place: Dr. Lombard’s Home
961 Upper Hastings Way
Virginia Beach
RSVP: 683-3961
All USPA Students are Welcome!
Old Dominion University is an independent, state assisted university. Founded in 1930, the University has grown to educate more than 18,500 students. The Graduate Center for Urban Studies and Public Administration is housed in the College of Business and Public Administration. The College of Business and Public Administration is one of 315 schools in the United States and Canada accredited at both the undergraduate and graduate levels by the American Assembly of Collegiate Schools of Business.

The Department of Urban Studies and Public Administration offers three degree programs, the Master of Public Administration (M.P.A), the Master of Urban Studies (M.U.S.), and a Ph.D. in Public Management and Urban Policy.

Graduate Courses are offered in the evening, and weekends, to permit full-time and part-time students to pursue graduate degrees.

For further information please go to our website at http://www.odu-cpba.org/uspacontact for information about the USPA Program, and links to the ODU Graduate Application. You may also contact Marjorie Wills, USPA Program Manager, at 757-683-3961 or at mwills@odu.edu.

Department of Urban Studies & Public Administration
Constant Hall, Suite 2084
49th Street
Norfolk, VA 23529-0224
Phone: 757-683-3961
Fax: 757-683-5639

ATTENTION ALL 2004 GRADUATES

All graduates must complete the online Graduate Student Satisfaction Survey before graduating. Diplomas and transcripts will be withheld until this survey is completed. It takes about 15-20 minutes to complete.

You can access the survey at http://www.odu.edu/webroot/orgs/ao/assessment.nsf/pages/homepage.