

GREGG G. VAN RYZIN, PHD—CURRICULUM VITAE

Associate Professor
School of Public Affairs and Administration
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BIO

Gregg G. Van Ryzin, PhD, is associate professor in the School of Public Affairs and Administration, Rutgers University, Newark, New Jersey. He is an expert on surveys and methodology, and conducts empirical research on a range of topics, including housing and community development, citizen satisfaction with urban services, nonprofit organizations, performance measurement and evaluation, and comparative public opinion about government policy and institutions. Prof. Van Ryzin is widely published in scholarly journals in public administration, policy analysis, and urban affairs and is author (with Dahlia K. Remler) of *Research Methods in Practice* (SAGE 2011). Prior to joining the Rutgers faculty, Prof. Van Ryzin was at 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. Prof. Van Ryzin 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.)
Senior Associate, ICF International, Urban Policy Group, Fairfax, VA, 1991 to 1993. (Policy research and consulting.)
Program Analyst, Phipps Houses, New York, NY, 1986 to 1989. (Nonprofit housing and community development.)

EDUCATION

PhD *Psychology* The Graduate Center, City University of New York, 1991
BA *Geography* Columbia University, 1985

BOOKS

Remler, D.K., & Van Ryzin, G. G. (2011). *Research Methods in Practice: Strategies for Description and Causation*. SAGE Publications. 616 pp.

REFEREED PUBLICATIONS (published or in press)

1. Villoria, M., Van Ryzin, G. G., & Lavena, C. (in press). Social and political consequences of administrative corruption: A study of public perceptions in Spain. *Public Administration Review*.
2. Charbonneau, E., & Van Ryzin, G. G. (2012). Performance measures and parental satisfaction with New York City schools. *American Review of Public Administration*, 42(1): 54–65.
3. Grosso, A., & Van Ryzin, G. G. (2012). Public management reform and citizen perceptions of the UK health system. *International Review of Administrative Sciences*, 78(3): 1-20.
4. Lin, W., & Van Ryzin, G. G. (2012). Web and mail surveys: An experimental comparison of methods for nonprofit research. *Nonprofit and Voluntary Sector Quarterly* (forthcoming in print, published online October 10, 2011).
5. Fudge, M.K., & Van Ryzin, G.G. (2012) Individual and contextual determinants of citizens use of government websites. *International Journal of Technology Diffusion*, 3(1): 1-7.
6. Van Ryzin, G. G. (2011). Outcomes, process and trust of civil servants. *Journal of Public Administration Research and Theory*, 21(4): 745-760.
7. Van de Walle, S., & Van Ryzin, G. G. (2011). The order of questions in a survey on citizen satisfaction with public services: Lessons from a split-ballot experiment. *Public Administration: An International Quarterly*, 89(4): 1436–1450.
8. Grosso, A., & Van Ryzin, G. G. (2011). How citizens view government performance reporting: Results of a national survey. *Public Performance & Management Review*, 35(2): 235–250.
9. Mizrahi, S., Vigoda-Gadot, & Van Ryzin, G. (2010). Public sector management, trust, performance and participation: A citizen survey and national assessment in the United States. *Public Performance and Management Review*, 34(2): 268-312.
10. Van Ryzin, G. G., & Charbonneau, E. (2010). Public service use and perceived performance: An empirical note on the nature of the relationship. *Public Administration: An International Quarterly*, 88(2): 551–563.
11. Holzer, M., Manoharan, A., & Van Ryzin, G. (2010). Global cities on the web: An empirical typology of municipal websites. *International Public Management Review*, 11(3): 104-121.
12. Van Ryzin, G. G., Grossman, S., DiPadova-Stocks, L., & Bergrud, E. (2009). Portrait of the social entrepreneur: Statistical evidence from a US panel. *Voluntas: International Journal of Voluntary and Nonprofit Organizations*, 20: 129-140.
13. Charbonneau, E., Riccucci, N.M., Van Ryzin, G.G., & Holzer, M. (2009). The self-reported use of social equity indicators in urban police departments in the United States and Canada. *State and Local Government Review*, 41(2): 95–107.
14. Van Ryzin, G. G. (2008). Citizen perceptions of road smoothness: evidence from New York with implications for comparative performance measurement. *International Review of Administrative Sciences*, 74: 575-588.
15. 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.

16. Van Ryzin, G. G. (2008). Validity of an on-line panel approach to citizen surveys. *Public Performance and Management Review*, 32 (2): 236-262.
17. Van Ryzin, G. G., Immerwahr, S. (2007). Importance-performance analysis of citizen satisfaction surveys. *Public Administration: An International Quarterly*, 85 (1): 215-226.
18. Van Ryzin, G. (2007). Pieces of a puzzle: Linking performance, satisfaction, and trust in government. *Public Performance and Management Review*, 30 (4): 521 – 535.
19. 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.
20. 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.
21. Van Ryzin, G. G. (2004). Expectations, performance, and citizen satisfaction with urban services. *Journal of Policy Analysis and Management* 23(3): 433-448.
22. 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.)
23. Van Ryzin, G. G. (2004). The measurement of overall citizen satisfaction. *Public Performance and Management Review* 27(3): 9-28.
24. Van Ryzin, G. G., Muzzio, D., & Immerwahr, S. (2004). Explaining the race gap in satisfaction with urban services. *Urban Affairs Review*, 39(5), 613-632.
25. Van Ryzin, G. G., & Immerwahr, S. (2004). Derived importance-performance analysis of citizen survey data. *Public Performance and Management Review* 27(4): 144-173.
26. 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.
27. Kaestner, R., Kaushal, N., & Van Ryzin, G. (2003). Migration consequences of welfare reform. *Journal of Urban Economics*, 53: 357-376.
28. 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.
29. 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.
30. 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.
31. 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.
32. 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.
33. 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.
34. 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.

35. 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.
36. 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.
37. 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.
38. 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.
39. 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 UNDER REVIEW OR IN PROGRESS

- Van Ryzin, G. G. The curious case of the post 9-11 boost in government job satisfaction. Under review at *American Review of Public Administration*.
- Van Ryzin, G. G. An experimental test of the effect of expectations and performance on citizen satisfaction. Manuscript submitted to *Journal of Public Administration Research and Theory*.
- Del Pino, E., & Van Ryzin, G. G. Regionalism and devolution of public management: An analysis of citizen preferences in Spain. Under review at *Publius*.
- Kim, M., & Van Ryzin, G.G. Government funding and the willingness to donate to arts organizations: Results of a survey experiment. Under review at *Nonprofit and Voluntary Sector Quarterly*.
- Sun, R., & Van Ryzin, G.G. Does performance management really improve public performance? An empirical test using New York public schools. Under review at *American Review of Public Administration*.
- Parado, S., Van Ryzin, G.G., Bovaird, T., & Loffler, E. Correlates of co-production: Evidence from a five-nation survey of citizens. Under review at *International Public Management Journal*.
- Sanz, L., Van Ryzin, G.G., & del Pino, E. Predictors of public support for government spending on science and technology. Manuscript under review at *Research Policy*.
- Van Ryzin, G.G., & Lavena, C. The credibility of government performance reporting: an experimental study. Manuscript to be submitted to *Public Administration: An International Quarterly*.
- Charbonneau, E., & Van Ryzin, G. G. Referents and citizen judgments of government performance: Findings from an experiment with an online panel. Manuscript to be submitted to *Public Management Review*.
- Van Ryzin, G.G. Process, outcomes, and citizen judgments of local government. *Public Administration Review*.
- Van Ryzin, G.G, Kim, M., et al. Where citizens learn about government performance, and what it means for government. Paper to be submitted to *Public Performance and Management Review*.
- Van Ryzin, G.G., & Kim, M. Attitudes toward local government in the US: Comparison of an online panel to a traditional mail survey. Paper to be submitted to *Survey Research Methods / International Journal of Internet Science*.

REPORTS AND NON-REFEREED PUBLICATIONS

- Van Ryzin, G. G., et al. (2004-2011). *CivicPanel Special Reports*. Series of regular reports based on results of surveys conducted by the CivicPanel project, an online citizen survey project funded by the Alfred P. Sloan Foundation. Available at www.CivicPanel.org
- 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)

- An experimental test of the expectancy-disconfirmation model of citizen satisfaction.* Presented at the annual research conference of the Association for Public Policy Analysis and Management, Washington, DC, October 2011.
- Social consequences of corruption: Empirical findings and strategic implications (with M. Villoria & C. Lavena).* Presented at the 7th Transatlantic Dialogue, a joint conference of EGPA and ASPA. Rutgers University, NJ, June 2011.
- Did 9-11 increase public sector job satisfaction in the US? A difference in differences study.* Paper presented at the Public Management Research Association. Syracuse University, June 2011.
- The social consequences of public sector corruption: An empirical investigation.* Presented at the annual meeting of the American Society for Public Administration. Baltimore, MD, March 2011.
- Do citizen surveys provide valid measures of public service quality?* Invited paper presented at Instituto Universitario de Investigación Ortega Y Gasset. Madrid, Spain, April 2010.
- Outcomes, process and trust of the civil service* Paper presented at the 10th meeting of the Public Management Research Association. Columbus, Ohio, October 2009.
- Outcomes and process: What influences citizens' trust of the civil service?* Paper presented at The 5th TransAtlantic Dialogue, a conference of the European Group for Public Administration and the American Society for Public Administration. Washington, DC, May 2009.
- Taking some of the guesswork out of picking control variables in an analysis of program impacts.* Workshop presentation at the annual conference of the Eastern Evaluation Research Society. Absecon, NJ, April 2009.
- Analysis of citizen satisfaction surveys: Importance-performance analysis.* Presented at the annual conference of the Public Performance Measurement and Reporting Network. Newark, NJ, January 2009.
- New tools for the analysis of satisfaction surveys.* Presented at the annual meeting of the American Evaluation Association. Denver, Colorado, November 2008.
- Public preferences for devolution of social welfare programs in Spain: An empirical analysis of region, politics, and performance (with Eloisa del Pino).* Presented at The 4th Transatlantic Dialogue, a joint conference of EGPA and ASPA. Milan, Italy, May 2008.
- 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 bureaometrics.* 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.* Presented at the annual meeting of the Eastern Evaluation Research Society. Absecon, NJ, April 2007.
- Leading from the ground up: Correlates of social entrepreneurship in the US.* Presented at the 3rd Transatlantic Dialogue, a joint conference of EGPA and ASPA. Newark, Delaware, May 2007.
- Pieces of a puzzle: linking government performance, citizen satisfaction and trust.* 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. Presented at the 29th annual meeting of the Easter 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. 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. 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. Presented at the annual meeting of the Eastern Evaluation Research Society. (With Michelle Ronda.) Absecon, New Jersey, April 2005.

Expectations, performance and citizen satisfaction. 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. 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. 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. 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? 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. Presented at the annual conference of the American Society for Public Administration, Newark, NJ, February 2001.

RESEARCH GRANTS AND CONTRACTS

Alfred P. Sloan Foundation (\$123,000), to support continued development of CivicPanel, an online research panel.

Academic Excellence Fund, Rutgers University (\$25,000), to establish web-based research resources in public affairs and administration

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 (\$1,000,000). 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

Editorial Board Member, 2011 to present, Journal of Public Administration Research and Theory
Editorial Board Member, 2010 to present, Public Administration: An International Quarterly
Editorial Board Member, 2009 to present, American Review of Public Administration.
Editorial Board Member, 2008 to present, Public Performance and Management Review.
Conference Program Chair, 2009-2010, Eastern Evaluation Research Society.
Co-President, Eastern Evaluation Research Society, 2008-2009.
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, Governance, International Review of Administrative Sciences, 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, Association for Public Policy Analysis and Management, Eastern Evaluation Research Society, Public Management Research Association.

TEACHING

Quantitative methods (for PhD students)
Statistics (for regular and executive MPA students)
Research methods (for regular and executive MPA students)