

## NANCY J. GLADWELL, Re.D., CPRP

### Home Address:

6408 River Hills Drive  
Greensboro, North Carolina 27410  
(910)605-9280

### Business Address:

Department of Community and Therapeutic  
Recreation  
The University of North Carolina at  
Greensboro  
P.O. Box 26170  
Greensboro, North Carolina 27402-6170  
(336)334-3261 Fax (336)334-3238  
Email: [nancy\\_gladwell@uncg.edu](mailto:nancy_gladwell@uncg.edu)

### FORMAL EDUCATION

- 1972-1976 Bachelor of Science in Recreation, West Virginia University, Morgantown, West Virginia. May 1976.
- 1976-1978 Master of Science in Physical Education with an emphasis in recreation, West Virginia University, Morgantown, West Virginia. August, 1978.
- 1981-1984 Doctorate in Recreation with a minor in physical education and an emphasis in business administration, Indiana University, Bloomington, Indiana. June 1984.

Dissertation: *Profiles of Tourists at Indiana State Park Inns developed from Psychographic and Sociodemographic Characteristics*

### PROFESSIONAL EXPERIENCE

Associate Professor and Director of the Recreation and Park Management Program.  
University of North Carolina at Greensboro, Greensboro, North Carolina. Department of Community and Therapeutic Recreation (formerly, the Department of Recreation, Parks, and Tourism. August 1994 to present.

Responsible for instructing students in the professional development area for recreation, parks, and tourism. Primary curriculum responsibilities in the areas of commercial recreation, travel and tourism, and management. Additional responsibilities include: scholarly productivity, university and professional service, and student advisement. In 1998, began serving as the Director of Undergraduate Studies.

Tenure awarded 1998  
Research leave Spring 2001  
Graduate faculty status

Adjunct faculty member of the interdisciplinary Hospitality Management Program

Associate Professor and Coordinator of the Recreation and Parks Management Program. University of North Carolina at Wilmington, Wilmington, North Carolina. Department of Health, Physical Education and Recreation. August 1990 to July 1994.

Responsible for providing leadership and coordination for the recreation and park management curriculum. Responsible for the generation and presentation of course material for undergraduate students in the professional development area of Parks and Recreation Management. Additional responsibilities included: scholarly productivity, advisement of students, and university and professional service.

Assistant Professor. University of North Carolina at Wilmington, Wilmington, North Carolina. August 1984 to August 1990.

Responsible for the generation and presentation of course material for undergraduate students in the professional development area of Parks and Recreation Management. Primary curriculum coordination area - Commercial Recreation. Additional responsibilities included: advisement of students, scholarly productivity, university and professional service, and development of relations between university and tourism agencies.

Associate Instructor, Indiana University, Bloomington, Indiana. Department of Recreation and Park Administration. August 1981 to May 1984.

Responsible for assisting in the instruction of the course "Introduction to Recreation and Parks." Team taught the "Commercial and Private Recreation and Tourism" course where responsibilities consisted of preparation and delivery of lecture, construction and evaluation examination and assignments, and student counseling.

Special Events Coordinator, Charleston Parks and Recreation Department, Charleston, West Virginia, Summer, 1983.

Responsible for the management of the summer playground program which included supervision of personnel, development and direction of special programs, procurement of equipment and supply.

Assistant Manager, Charleston Parks and Recreation Department, Charleston, West Virginia. Summer, 1982 and February 1980 to August 1981.

Responsibilities consisted of supervision of personnel, initiation and promotion of new and innovative programs, and management of facilities and equipment.

Assistant Manager, Leisure Systems Development Corporation, Hilton Head Island, South Carolina. May 1979 to February 1980.

Responsibilities included: public relations, marketing and small business administration. Planned, modified, and improved new and/or existing programs. Assisted in the management of daily operations including customer service, maintenance of financial records, and actual physical maintenance of buildings and equipment.

Assistant Director, Camp Carlisle, Union Carbide Corporation, South Charleston, West Virginia. Summers 1976 and 1977.

Supervised a staff of approximately 50. Directed camp operations, daily activities and programs. Also responsible for selection and evaluation of junior staff members and the procurement of supplies and equipment for the various activities. Counselor Camp Carlisle, Union Carbide Corporation, South Charleston, West Virginia. Summer 1973 to 1975.

Responsibilities included: instruction of horseback riding, operation and maintenance of the riding program and facilities, and the conducting of overnights. Also responsibilities for the supervision of a cabin of campers.

Women's Intramural Officials' Supervisor, Recreation/Intramural Department, West Virginia University, Morgantown, West Virginia. Academic year 1977-1978.

Recruited, selected, trained, scheduled and evaluated all women's intramural officials.

## **PROFESSIONAL SERVICE AND INVOLVEMENT**

### **Current Certification Status**

Currently certified as a Certified Park and Recreation Professional by the National Recreation and Park Association's National Certification Board.

Initial certification date: September 1, 1992

Current expiration date: September 1, 2011

### **Organization Memberships**

National Recreation and Park Association (NRPA)	1981- present
<u>Branch Affiliation:</u>	
Society of Park and Recreation Educators (SPRE)	1981- present
Armed Forces Recreation Society	1984 -1992
North Carolina Recreation and Park Society (NCRPS)	1984- present
<u>Division Affiliation:</u>	
Educators Division	1984 -present
Armed Forces Division	1984 -1991

North Carolina Culinary, Hospitality, and Tourism Educators  
Association (CHETA) 1998-2001

Indiana Park and Recreation Association 1981-1984

### **Offices and Committee Service**

#### **National Recreation and Park Association (NRPA)**

- NRPA National Legislative Forum on Parks and Recreation - Society of Park and Recreation Educators (SPRE) representative to 2006-2011
- Ex-officio member to the SPRE Board of Directors 2006-2011
- NRPA National Forum Nominating Committee 2008-2010
- NRPA National Forum Awards Committee 2010
- NRPA National Forum International Committee 2008-2010
- NRPA National Forum Diversity Committee (2007)
- SPRE representative to the NRPA Southeast Regional Council 2003-2006
- SPRE Future Scholars Committee 2005
- NRPA Roosevelt Research Excellence Award Committee 2005
- SPRE Teaching Excellence Committee 2005
- SPRE Professional Development Committee 2004-2005
- SPRE Board of Directors 2002-2004
- SPRE Membership Committee 2002 to 2004
- SPRE Nominations Committee 2003 to 2004
- SPRE Developing Partnerships Committee 2002 to 2003
- SPRE Budget Committee 2001 to 2003
- NRPA Southern Region Council (North Carolina representative)  
SPRE representative 2000 to 2004
- NRPA Southern Region Site Selection Committee 2000 to 2001
- SPRE Research Committee 1999 to 2000
- Leisure Research Symposium Research Roundtable 1999
- Planning Committee for the 1999 SPRE Teaching  
Institute 1998 to 1999
- SPRE Representative to NRPA National Certification Board  
Vice-Chair 1992 to 1998  
1994 to 1998
- Editor, NRPA National Certification Board Newsletter 1994 to 1998
- SPRE Nominations Committee 1997
- SPRE Membership Committee 1988 to 1992
- Chair, Management Session for NRPA Leisure Research  
Symposium 1998
- Reviewer for Tourism and Commercial Recreation Session for  
NRPA Leisure Research Symposium 1988
- Program Committee for NRPA Southern Region  
Conference 1988
- Association Editor, SPRE Newsletter 1984 to 1985

### North Carolina Recreation and Park Society (NCRPS)

- NCRPA Professional Certification Committee 2002-2007
- NCRPA Board of Directors 2002-2007
- Member, NCRPS Board of Directors 1998-2004  
1996-1997  
1993-1994  
1986-1987
- Chair, Professional Certification Committee 199 -2004  
Member 1995- 996
- NCRPS Annual Conference Program Committee 1988, 1995,  
2002
- Chair, Educators Division 1998- 1999  
1993-1994  
1986-1987
- Chair-Elect, Educators Division 1997-1998  
1992-1993  
1985-1986
- Nominations Committee 1997-1998  
1992-1993
- Chair, Planning Committee for the NCRPS Educators Retreat 1992&1994
- Nominations and Awards Committee 1989-1990
- Special liaison between NCRPS president and the Armed Forces  
Recreation Division 1986-1987
- Publication Chairman, Educators Division 1984-1985

### Workshops, Clinics

Lawrance, L. & Gladwell, N.J. Spreading the Word: Improving the Advising Climate Across Departments, Units, and University. Presented at the *UNCG Master Advisor Program Workshop, January, 2003.*

Gladwell, N.J. An Introduction to Certification and the CPRP Exam. Presented at a workshop for members of *North Carolina Recreation and Park Society* . Sponsored by Kernersville Parks and Recreation Department. *Kernersville (NC), February, 2003.*

Gladwell, N.J. *Quality Customer Service: A Must.* Presented at a training workshop for the student employees of the *UNCG Division of Student Life. Greensboro (NC), January, 2002.*

Elder-White, G. & Gladwell, N.J. Preparing for the CPRP Examination. Presented at the *Asheville Park and Recreation Department Staff Development Workshop, Asheville NC), September, 2000.*

Gladwell, N.J. & Sellers, J.R. How to Handle Difficult Customers. Presented at the *North Carolina Recreation and Park Society Administrative Staff Support Workshop, Burlington (NC), March 2000.*

Gladwell, N.J. Professional Certification. Presented at a workshop for community center employees for *Greensboro Parks and Recreation Department, Greensboro (NC), March, 1999.*

Gladwell, N.J. The Importance of Customer Service. Presented at a training workshop for the student employees of the *UNCG Division of Student Life. Greensboro (NC), September 1998.*

Gladwell, N.J. Customer Service: How Important Is It? Presented at a training workshop for student employees of the *Elliott University Center and the Aycock Auditorium (UNCG), Greensboro (NC), August 1998.*

### **Additional Professional Service**

- Member, SETRAK Committee of the Greensboro(NC) Convention and Visitors Bureau 1998-2010
- Adult Leader for the Guilford College United Methodist Church Youth 2010
- Discussion leader in the Greensboro Evening Women’s Bible Study Fellowship International 2000-2010
- Volunteer at Pennybyrn at Maryfield (skilled care center) 2006-2008
- Volunteer at Brighton Gardens Assisted Living 2002-2006
- Co-Chair, Program Committee for the Recreation in Small Communities Annual Conference 1996
- Citizen Advisory Board for the New Hanover County (NC) Parks Department 1992- 1994

### **PRESENTATIONS**

#### **International:**

Bedini, L.A., Gladwell, N.J., Bowen, F., & Hutchinson, D. “Barriers to Leisure Travel of Family Caregivers: A Preliminary Examination.” Presented at the *11<sup>th</sup> Canadian Conference in Leisure Research: May, 2005.*

Devaney, A. & Gladwell, N.J. The Other Side of Marketing: Developing and Cultivating' Community' Loyalty. Paper presented at the *Association of College Unions-International, Atlanta,(GA), April 1992*

**National:**

- Gladwell, N.J., Stone, C.F., Dorwart, C., & Hammond, A. "The Challenges of Managing a Multigenerational Workforce in Recreation and Parks." Poster session at *National Recreation and Park Association Leisure Research Symposium, Salt Lake City, UT: October, 2009*).
- Gladwell, N.J., Bedini, L.A., & Dudley, W.N. "Mediation Analysis of Leisure, Perceived Stress, and Quality of Life in Family Caregivers." Presented at *National Recreation and Park Association Leisure Research Symposium, Salt Lake City, UT: October, 2009*.
- Bedini, L. A., & Gladwell, N. J., & Sardina, A. "Addressing Caregiver Burden Through Flora and Fauna: A Photo-elicitation Study." Paper presented at *American Therapeutic Recreation Association Research Institute, Minneapolis, MN: October, 2009*.
- Yoo, S., Byrd, E., Hsieh, Y., & Gladwell, N. J. (2008, April). "An Analysis of the Gap Between Golfers' Expectations and Satisfaction." Presented at *Southeastern Travel and Tourism Research Association Research Symposium, Asheville, NC: April, 2008*.
- Bedini, L.A., Gladwell, N., Byrd, E., & Cardenas, D. A. "Service Provision Barriers to Leisure Travel of Family Caregivers." Presented at *National Recreation and Park Association Leisure Research Symposium, Indianapolis, IN: September, 2007*.
- Gladwell, N.J. & Anderson, D.M. "New and Relocating Recreation and Parks Faculty Market: Factors Affecting Job Decisions. Presented at *National Recreation and Park Association Leisure Research Symposium, Seattle, WA: October, 2006*.
- Gladwell, N.J. & Bedini, L.A). "The Influences of Caregiving on the Shared Leisure Travel Experiences of Parental and Spousal Caregivers." Presented at *National Recreation and Park Association Leisure Research Symposium, San Antonio, TX: October, 2005*.
- Stone, C.F. & Gladwell, N.J. "A Preliminary Investigation of Cultural Competencies of Recreation, Parks, and Tourism Educators." *Presented at the 2004 NRPA Leisure Research Symposium, Reno, NV: October, 2004*.
- Anderson, D.A. & Gladwell, N.J "The Influence of Community Factors on the Recruitment and Retention of Recreation, Parks, & Tourism Faculty." Presented at the *2003 National Recreation and Park Association Leisure Research Symposium, St. Louis, MO: October, 2003*.

- Gladwell, N.J. & Elder-White, G.A. "Preparing for the CPRP Exam". Presented at the *National Recreation and Park Association Congress, St. Louis, MO: October, 2003.*
- Stone, C.F. & Gladwell, N.J. "A Preliminary Investigation of Cultural Competencies of Therapeutic Recreation Educators." Presented at the *American Therapeutic Recreation Association Research Institute. Atlanta, GA: September, 2003.*
- Gladwell, N.J. & Anderson, D.A. "A Major Challenge for Recreation, Parks, and Tourism Education: Factors that Influence Recruitment and Retention." Presented at the *National Recreation and Park Association Leisure Research Symposium. Tampa, FL: October, 2002.*
- Joyner, J.A. & Gladwell, N.J. "S.O.S.: Writing Your Department's Accreditation Self-Study." Presented at the *National Recreation and Park Association Congress. Tampa, FL: October, 2002.*
- Bedini, L.A., Gladwell, N.J., Obenour, W.L., Rittberg, L. & Punshon, S. "In Search of Lost Leisure: The Impact of Caregiving on Leisure Travel." Presented at the *National Recreation and Park Association Leisure Research Symposium, Denver CO: October, 2001.*
- Gladwell, N.J. "Preparing for the CPRP Examination." Presented at the *National Recreation and Park Association Congress, Denver, CO: October 2001.*
- Elder-White, G. & Gladwell, N.J. "Preparing for the CPRP Examination." Presented at the *National Recreation and Park Association Congress, Phoenix, AZ: October 2000.*
- Elder-White, G. & Gladwell, N.J. "Preparing for the CLP Examination." Presented at the *National Recreation and Park Association Congress, Nashville, TN: October 1999.*
- Gladwell, N.J. & Sellers, J.R. "Conflict Management: How to Handle Disgruntled Customers and Staff." Presented at the *National Recreation and Park Association - Edith Upchurch Program Forum on Innovative Recreation Programming, Eatonton, GA: February, 1999.* (invited presentation)
- Gladwell, N.J. Customer Service: The Other Side of Marketing. Presented at the *National Recreation and Park Association - Edith Upchurch Program Forum on Innovative Recreation Programming, Eatonton, GA: February, 1999.* (invited presentation)

- Gladwell, N.J. & Bedini, L.A. "Same Stuff...Different Day: Overcoming Barriers to Creative Programming." Presented at the *National Recreation and Park Association – Edith Upchurch Program Forum on Innovative Recreation Programming, Eatonton, GA: February, 1999.* (invited presentation)
- Gladwell, N.J. & Benna', R.A. "Preparing for the CLP Exam." Presented at the *National Recreation and Parks Association Annual Congress, Salt Lake City, UT: October, 1997.*
- Gladwell, N.J. & Benna', R.A. "Preparing for the CLP Exam." Presented at the *National Recreation and Park Association Annual Congress, Kansas City, MO: October, 1996.*
- Gladwell, N.J. & Jeffers-Brown, D.J. "Effective Recruitment, Evaluation, and Retention of Staff." Presented at the *National Recreation and Park Association Annual Congress, Kansas City, MO: October, 1996.*
- Gladwell, N.J. & Sellers, J.R. "Assessment of Fiscal Status and Financial Trends in Public Parks and Recreation Agencies in Small Communities of Southeastern United States." Presented at the *Applied Research Symposium of the 1995 Recreation in Small Communities Conference, Jackson Hole, WY: November, 1995.*
- Gladwell, N.J., Dowd, D.A. & Parker, V.B. "The Effect of Pull Factors Used to Influence Tourist Destination Choices on Retirement Destination Choices." Presented at the *National Recreation and Park Association Leisure Research Symposium, San Antonio, TX: October 1995.*
- Arimond, G.A. & Gladwell, N.J. "Preparing for the Certified Leisure Professional Exam." Presented at the *National Recreation and Park Association Annual Congress, Educational Session, San Antonio, TX: October 1995.*
- Gladwell, N.J. & Arimond, G.A. "Why Should I Be Certified?" Presented at the *National Recreation and Park Association Annual Congress, Educational Session, Minneapolis, MN: October, 1994.*
- Beeler, C.S. Moran, M. & Gladwell, N.J. "Professional Certification: It's For You." Presented at the *National Recreation and Park Association Annual Congress, Educational Session, Cincinnati, OH: October, 1994.*
- Gladwell, N.J. & Ellard, J.A. "The Other Side of Marketing: Cultivating and Maintaining Consumer Loyalty." Presented at the *National Recreation and Park Association, Educational Session, Annual Congress, Indianapolis, IN: October, 1988.*

Gladwell, N.J. & Wolff, R.M. "Assessment of the Effectiveness of Press Kits as a Promotional Tool." Paper presented at the *National Recreation and Park Association Leisure Research Symposium, New Orleans, LA: September, 1987.*

Gladwell, N.J. "Profiles of Tourists at Indiana State Park Inns Developed From Psychographic and Sociodemographic Characteristics." Presented at the *National Parks and Recreation Leisure Research Symposium, Dallas, TX: October, 1985.*

**Regional:**

Yoo, S., Byrd, E., Hsieh, Y., & Gladwell, N. J. An Analysis of the Gap Between Golfers' Expectations and Satisfactions. Presented at *Southeastern Travel and Tourism Research Association Research Symposium, Asheville, NC: April, 2008.*

Gladwell, N.J. & Bedini, L.A. Same Stuff Different Day. Presented at the *National Recreation and Park Association Southern Regional Conference, Chattanooga (TN), April 2001.*

Elder-White, G. & Gladwell, N.J. Preparing for the CPRP Examination. Presented at the *National Recreation and Park Association Southern Regional Conference, Chattanooga (TN), April 2001.*

Gladwell, N.J. & Bedini, L.A. Same Stuff Different Day: Overcoming Barriers to Creative Programming. Presented at the *National Recreation and Park Association Southern Regional Conference, Chattanooga (TN), April 2001.*

Gladwell, N.J. Customer Service: The First Step to Customer Loyalty. Presented at the *National Recreation and Park Association Southern Regional Conference, Haines City (FL), April 1999.*

Sellers, J.R. & Gladwell, N.J. Use of Assessment Centers in the Selection Process. Presented at the *National Recreation and Park Association Southern Regional Conference, Haines City (FL), April 1999.*

Sellers, J.R., Gladwell, N.J., & Baggs, L. The Use of Assessment Centers in the Selection Process. Presented at the *National Recreation and Park Association Southern Regional Conference, Asheville (NC), April 1998.*

Gladwell, N.J. & Elder White, G. Certification: Answers to Your Questions. Presented at *The National Recreation and Park Association Southern Regional Conference, Asheville (NC), April, 1998.*

Gladwell, N.J. & Ellard, J.A. Characteristics of Community Life in Mississippi Communities with Legalized Gaming: Perceptions of Residents, Business Owners, and Public Officials. Presented at the *Southeastern Recreation Research Conference, Charleston (SC), February 1998.*

Gladwell, N.J. & Sellers, J.R. Fiscal Status and Financial Trends in Public Parks and Recreation Agencies in Medium-Sized Communities in the Southeastern United States. Paper presented at the *Southeastern Recreation Research Conference, Charleston, (SC), February, 1997.*

Parker, V.B. & Gladwell, N.J. Retirees: Activity Choices and Factors That Influence Community Satisfaction. Presented at the *National Recreation and Park Association Southern Region Conference, Asheville, (NC), November, 1994.*

Gladwell, N.J. Conflict Management: A Critical Responsibility of Managers. Presented at the *National Recreation and Park Association Southern Region Conference, Myrtle Beach, (SC), March, 1993.*

Gladwell, N.J. (discussion leader). Professional Development in Therapeutic Recreation. Presented at the *National Recreation and Park Association Southern Region Conference, Jekyll Island, (SC), April, 1988.*

Gladwell, N.J. Student Internships in Armed Forces Recreation. Presented at the *National Recreation and Park Association Southern Regional Conference, Miami, (FL), April, 1987.*

Gladwell, N.J. Who Benefits From Student Interns? Presented at the *National Recreation and Park Association Southern Region Conference, Charleston (WV), April, 1986.*

**State:**

Gladwell, N.J. & Stone, C.F. "Diversity is a Philosophy, Not a Training Program." Presented at the *NCRPS 2004 Annual Conference, Hickory, NC: November, 2004.*

Gladwell, N.J. & Byrd, E.T. "Community Sustainability: What is Park and Recreation's Role?" Presented at the *NCRPS 2004 Annual Conference, Hickory, NC: November, 2004.*

Gladwell, N.J. & Stone, C.F. Stimulating Conflict Within Your Organization. Presented at the *North Carolina Recreation and Park Society Annual Conference, Durham (NC), November, 2003.*

Gladwell, N.J. & Elder-White, G. Preparing for the CPRP Exam. Presented at the *North Carolina Recreation and Park Society Annual Conference, Greensboro (NC), October, 2002.*

Gladwell, N.J. & Sellers, J.R. Conflict Management. Presented at the *North Carolina Recreation and Park Society Annual Conference, New Bern (NC), November, 2001.*

- Herstine, J.H. & Gladwell, N.J. Creating a Bond with Your Customer. Presented at the *North Carolina Recreation and Park Society Annual Conference, New Bern (NC), November, 2001.*
- Gladwell, N.J., Sellers, J.R., & Anderson, D.A. Financial Trends in Public Recreation in North Carolina. Presented at the *North Carolina Recreation and Park Society Annual Conference, New Bern (NC), November, 2001.*
- Rea, P. and Gladwell, N.J. Climbing the Career Ladder. Presented at the *North Carolina Recreation and Park Society Annual Conference, Raleigh (NC), November, 2000.*
- Gladwell, N.J. & Sellers, J. R. Use of Assessment Centers in the Selection Process. Presented at the *North Carolina Recreation and Park Society Annual Conference, Charlotte (NC), November, 1999.*
- Gladwell, N.J. & Sellers, J. R. How to Handle the Angry Customer. Presented at the *North Carolina Recreation and Park Society Annual Conference, Charlotte (NC), November, 1999.*
- Gladwell, N.J. Bonding of Park and Recreation Facilities: Do's, Don't's, and What Types. Presented at the *20<sup>th</sup> Annual Citizen Board Member State Forum (sponsored by NCRPS), Greensboro (NC), August 1999.*
- Gladwell, N.J. Leadership in the 21<sup>st</sup> Century. Presented at the *Derick G. S. Davis Annual Recreation Banquet (for the Recreation and Parks Management Program at The University of North Carolina at Wilmington), April 1999.*
- Sellers, J.R. & Gladwell, N.J. One Way to Pay for the Places We Play. Presented at the *51<sup>st</sup> North Carolina Municipal and County Directors Conference, Chapel Hill (NC), February, 1999.* (invited presentation)
- Gladwell, N.J. & Sellers, J.R. Fiscal Status and Financial Trends of Local Parks and Recreation Agencies in North Carolina. Presented at the *North Carolina Recreation and Park Society Annual Conference, Charlotte (NC), November 1997.*
- Gladwell, N.J. & Elder-White, G. Professional Certification. Presented at the *North Carolina Recreation and Park Society Annual Conference, Charlotte (NC) November 1997.*
- Gladwell, N.J., Dowd, D.A., & Parker, V.B. Comparison of Leisure Activity Participation of Older Adult Females Living Alone Versus Not Living Alone. Research poster presentation at the *North Carolina Association of Health, Physical Education, Recreation, and Dance Annual Conference, Greensboro (NC), November 1997.*

- Gladwell, N.J. Under-paid, Under-staffed, Under- budgeted recreation... ‘You Gotta Love It.’ Presented at the *South Carolina Recreation and Parks Association Annual Conference, Myrtle Beach (SC), October 1997.* (invited presentation)
- Gladwell, N.J., Sellers, J.R. & Penn, D.H. The Use of Assessment Centers in the Recruitment, Selection, and Hiring of Professional Personnel. Presented at the *North Carolina Recreation and Park Society and South Carolina Recreation and Parks Association Joint Annual Conference, Winston-Salem, (NC), November 1996.*
- Gladwell, N.J. & Elder-White, G. CERTIFICATION: Everything You Ever Wanted to Know. Presented at the *North Carolina Recreation and Park Society and South Carolina Recreation and Parks Association Joint Annual Conference, Winston-Salem, (NC), November 1996.*
- Gladwell, N.J. Professional and Ethical Issues: Their Impacts on Citizen Board Members. Presented at the *North Carolina Recreation and Park Society: Citizen Board Member Forum, Winston-Salem,(NC), November, 1996.*
- Gladwell, N.J. & Sellers, J.R. Challenges and Issues of Professionalism: the Impact on Small and Large Recreation Departments. Presented at the *48th Annual Municipal and County Recreation Directors Conference, Chapel Hill,(NC), February, 1996.*
- Gladwell, N.J. CERTIFICATION: Preparing for the CLP Exam. Presented at the *West Virginia Recreation and Parks Association Annual Conference, Cheat Lake, (WV), November, 1995.* (invited presentation)
- Gladwell, N.J., Dowd, D.A., & Parker, V.B. The Effect of Pull Factors Used to Influence Tourism Destination Choices on Retirement Destination Choices. Poster presentation at the *North Carolina Association of Health, Physical Education, Recreation, and Dance, Greensboro, (NC), November, 1995.*
- Gladwell, N.J. Successful Job Search Strategies. Presented at the *North Carolina Recreation and Park Society Annual Therapeutic Recreation Conference, Atlantic Beach, (NC), March, 1995.*
- Gladwell, N.J. & Sellers, J.R. Introduction to Festival and Special Event Certification. Presented at the *North Carolina Association of Festivals and Events, Durham, (NC), January, 1995.*
- Gladwell, N.J. & Jeffers-Brown, D.A. Effective Job Search Strategies. Presented at the *North Carolina Recreation and Park Society and South Carolina Recreation and Park Association Joint Conference, Myrtle Beach, (SC), October, 1993.*

Jeffers-Brown, D.A. & Gladwell, N.J. Situational Leadership Skills. Presented at the *North Carolina Recreation and Park Society and South Carolina Recreation and Park Association Joint Conference, Myrtle Beach, (SC), October, 1993.*

Gladwell, N.J. First Job Search Strategies. Presented at the *North Carolina Recreation And Park Society Therapeutic Recreation Conference, Raleigh, (NC), September, 1991.*

Gladwell, N.J. Maintaining Consumer Loyalty: Why Is It Important and how Do I Do It? Presented at the *North Carolina Recreation and Park Society and the Virginia Parks and Recreation Society Joint Conference, Virginia Beach, (VA), November, 1989.*

Gladwell, N.J. An Overview of the Tourism and Tourism Industry. Presented at the *North Carolina Recreation and Park Society Student Mini-Conference, Wilmington (NC), April 1986.*

Gladwell, N.J. Bridging the Gap Between Recreation and Physical Education. Presented at the *North Carolina Alliance of Health, Physical Education, Recreation, and Dance Annual Conference, Greensboro (NC), November, 1985.*

Gladwell, N.J. Using Student Interns in Military Recreation. Presented at the *North Carolina Recreation and Park Society and South Carolina Recreation and Park Association Joint Conference, Myrtle Beach (SC), November, 1985.*

Gladwell, N.J. An Educator's View of Military Recreation. Presented at the *North Carolina Recreation and Park Society Armed Forces Recreation Division Workshop, Camp Lejuene (NC), May, 1985.*

## **PUBLICATIONS**

### **Chapters in Books:**

Gladwell, N. J. & Bedini, L. A. (in press). "In search of lost leisure: The Impact of caregiving on leisure travel." In Ryan and Huimin (Eds.) *Tourism Management and the Destination.*

Sellers, J.R., Gladwell, N.J., & Elder-White, G. (in press) "Financial Management." In Van der Smissen, B. Moiseicheck, M., Hartenberg, V.J., & Twardzik, L.F. (ed.) Management of Park and Recreation Agencies, 3rd edition.

Byrd, E. T., Duffy, L., & Gladwell, N.. J. (2009). Ecotourism in Rural America. *Encyclopedia of Rural America, 2nd Edition.* Millerton, New York: Gray House Publishing.

- Gladwell, N.J. & Byrd, E.T. (2006). Commercial Recreation. In Paul Gaskill (Ed.) *Introduction to Leisure Services in North Carolina*, (pp. 13-24). Dubuque, IA: Kendall and Hunt.
- Gladwell, N.J., Wilson, B., & Stone, C.F. (2006). Cultural and Community Activities. In Paul Gaskill (Ed.) *Introduction to Leisure Services in North Carolina*, (pp. 95-110). Dubuque, IA: Kendall and Hunt.
- Sellers, J.R., Gladwell, N.J., & Schwartz, T.G. (2004) "Financial Management. In Van der Smissen, B. Moiseichik, M., Hartenberg, V.J., & Twardzik, L.F. (ed.) Management of Park and Recreation Agencies, 2nd edition.
- Gladwell, N.J. , Schwartz, T.R. & Koh, K.Y.. (2001). Commercial recreation. In P. Gaskill (Ed.). Introduction to Leisure Services in North Carolina (pp. 9-18), (4th edition), Dubuque, IA: Kendall/Hunt Publishers.
- Gladwell, N. J.,& Wilson, B.E. & Hamilton, J.A. (2001). Cultural and community activities. In P. Gaskill (Ed.). Introduction to Leisure Services in North Carolina (pp. 63-72), (4<sup>th</sup> edition), Dubuque, IA: Kendall/Hunt Publishers. Submitted August 2000.
- Sellers, J. R., Gladwell, N.J., & Pope, M. (1999). Financial management. In B. van der Smissen, M. Moiseichik, V. Hartenburg, & L. Twardzik (Ed.). Management of Park and Recreation Services (pp. 587-634). Ashburn, VA: National Recreation and Park Association Publishing.

### **Refereed Publications**

- Bedini, L. A. & Gladwell, N. J. (2009). Ambiguous loss and shared leisure barriers of family caregivers. *American Journal of Recreation Therapy*, 89(2), 23-30.
- Gladwell, N.J., Dorwart, C., Stone, C.F., & Hammond, A. (accepted with revisions) Importance of and satisfaction with organizational benefits for a multigenerational workforce. *Journal of Park and Recreation Administration*.
- Bedini, LA, Gladwell, NJ, Dudley, W. N. & Clancy, E. (accepted with revisions) Mediation analysis of leisure, perceived stress, and quality of life in family caregivers. *Journal of Leisure Research*.
- Gladwell, N. J., Bedini, L. A., Byrd, E. T., & Cardenas, D. A. (under review) Family caregivers: An untapped travel market. *Journal of Unconventional Parks, Tourism & Recreation Research*.
- Bedini, L.A. & Gladwell, N.J, (2006). Barriers to Leisure Travel of Family Caregivers: A Preliminary Examination. *Topics in Geriatric Rehabilitation*, 22(5), 322-333.

- Gladwell, N.J. & Anderson, D.M.(2006). New and Relocating Recreation and Parks Faculty Market: Factors Affecting Job Decisions. *SCHOLE: A Journal of Leisure Studies and Recreation Education*, 21, 47-68.
- Gladwell, N. J. & Stone, C.F. (2005). An Examination of the Multicultural Awareness and Sensitivity of Recreation, Parks, and Tourism Educators. *SCHOLE: A Journal of Leisure Studies and Recreation Education*,20, 71-89.
- Anderson, D.M. & Gladwell, N.J. (2004). A Major Challenge for Recreation, Parks, and Tourism Education: An Importance Performance Analysis of Factors that Influence the Recruitment and Retention of Educators. *SCHOLE: A Journal of Leisure Studies and Recreation Education*,19, 27-50.
- Gladwell, N.J. & Bedini, L.A. (2004). In Search of Lost Leisure: The Impact of Caregiving on Leisure Travel. *Tourism Management*, 25 (6), 685-693.
- Stone C.F. & Gladwell, N.J. (2004). Multicultural Competence of Therapeutic Recreation Educators. *American Journal of Recreation Therapy*, 3(1), 9-19.
- Gladwell, N.J., Anderson, D.M., & Sellers, J.R. (2003). An Examination of Fiscal Trends in Public Park and Recreation from 1986-2001: A Case Study of North Carolina. *Journal of Park and Recreation Administration*, 21(1), 104-116.

### **Non-refereed Publications**

- Gladwell, N.J. (2003). Professional certification: Why is it important? North Carolina Recreation and Park Review, 56(2), 9.
- Sellers, J.R. & Gladwell, N.J. (2000). Managing for employee commitment. North Carolina Recreation and Park Review, 53(7), 6-7.

### **Technical Reports**

- Jeffers-Brown, D.A., Gladwell, N.J. & Sellers, J.R (2003). Greensboro Parks and Recreation Athletic Division Study. Prepared by the *City of Greensboro City Council*.
- Jeffers-Brown, D.A., Gladwell, N.J., Sellers, J.R, & Stone, C.F. (2002). Brentwood Feasibility Study. Prepared for the *Board of Directors of the Carl Chavis Memorial Branch YMCA*.
- Jeffers-Brown, D.A., Gladwell, N.J. & Sellers, J.R. (2000). City of Reidsville (NC) Parks and Recreation Master Plan. Prepared for the *Reidsville City Council*.
- Gladwell, N.J. (1985). Description of Patrons at Each Indiana State Park Inn. Prepared

for the *Indiana Division of State Parks*.

### **Grant and Contract Activity**

**Gladwell, N.J. & Stone, C.F. (200**

Byrd, E. T., Cardenas, D.A., & Gladwell, N.J. (2007) "2006 Visitor Study", Greensboro Area Convention and Visitors Bureau (**funded:** \$27,324).

Bedini, L. A. & Gladwell, N.J.(2007) "Leisure's Impact on Quality-of-Life and Perceived Stress of Family Caregivers", HHP Internal Goal Cluster Grant (not funded: \$5,275.75).

Bedini, L.A. & Gladwell, N.J. (2006). "The Impact of Leisure on the Health of Family Caregivers", GOV- National Institute on Aging (not funded: \$250,000).

Sellers, J.R. & Gladwell, N.J. (2006) "Park and Recreation Needs Assessment: Gibsonville, NC", City Of Gibsonville (**funded:** \$6,750)

Gladwell, N.J. & Sellers, J.R. (2005) "Park and Recreation Needs Assessment: Summerfield, NC", Town of Summerfield (**funded:** \$8,253)

Sellers, J.R. & Gladwell, N.J. (2005) "Park and Recreation Needs Assessment: Oak Ridge, NC", Town of Oak Ridge (**funded:** \$7,553)

Jeffers-Brown, D.A., Gladwell, N.J., & Sellers, J.R. (2003). "City of Greensboro (NC) Athletic Division Study" Greensboro City Council. (**funded:** \$19,760).

Jeffers-Brown, D.A., Sellers, J.R., Gladwell, N.J. & Stone, C.F. (2002) "Brentwood Feasibility Study." Carl Chavis Memorial Branch YMCA (High Point, NC). (**funded:** \$19,804).

Jeffers-Brown, D.A., Gladwell, N.J., & Sellers, J.R. (2000) City of Reidsville (NC) Parks and Recreation Master Plan." Reidsville City Council. (**funded:** \$6,168).

### **INSTITUTION INVOLVEMENTS**

#### **Teaching**

##### **Spring 2010**

Commercial and Entrepreneurial Recreation (RP 324)  
Management of Recreation and Parks (RPM 416)

##### **Fall 2009**

Management of Recreation and Parks (RPM 416)  
Organizational Behavior of Recreation, Parks and Tourism (RPM 614)

**Spring 2009**

Commercial and Entrepreneurial Recreation (RP 324)  
Management of Recreation and Parks (RPM 416)

**Fall 2008**

Management of Recreation and Parks (RPM 416)  
Organizational Behavior of Recreation, Parks and Tourism (RPM 614)

**Spring 2008**

Commercial and Entrepreneurial Recreation (RP 324)  
Management of Recreation and Parks (RPM 416)

**Fall 2007**

Management of Recreation and Parks (RPM 416)  
Organizational Behavior of Recreation, Parks and Tourism (RPM 614)

**Spring 2007**

Commercial and Entrepreneurial Recreation (RP 324)  
Management of Recreation and Parks (RPM 416)

**Fall 2006**

Management of Recreation and Parks (RPT 416)  
Organizational Behavior of Recreation, Parks and Tourism (RPT 614)

**Spring 2006**

Commercial and Entrepreneurial Recreation (RP 324)  
Management of Recreation and Parks (RPM 416)

**Fall 2005**

Management of Recreation and Parks (RPT 416)  
Organizational Behavior of Recreation, Parks and Tourism (RPT 614)

**Spring 2005**

Commercial and Entrepreneurial Recreation (RPT 324)  
Advanced Management Practices in Recreation and Parks (RPT 446)

**Fall 2004**

Introduction to Travel and Tourism (RPT 221)  
Organizational Behavior of Recreation, Parks and Tourism (RPT 614)

**Spring 2003**

Commercial and Entrepreneurial Recreation (RPT 324)  
Trends and Issues in Travel and Tourism (RPT 526)

**Fall 2003**

Introduction to Travel and Tourism (RPT 221)

Organizational Behavior of Recreation, Parks and Tourism (RPT 614)

**Spring 2002**

Commercial and Entrepreneurial Recreation (RPT 324)

Trends and Issues in Travel and Tourism (RPT 526)

**Advisement**

Undergraduate Advisees:     Have

Master's Advisees:             \*\*\*\*\*

**Graduate Committee Advising**

- Chair, masters thesis committee, Ijnanyah Wingate, [topic: families of children with disabilities] Department of Recreation, Parks, and Tourism, UNCG (2001-present).
- Committee member, master's thesis committee, Alana Patterson, Department of Recreation, Parks, and Tourism, UNCG (2002-2004).
- Committee member, master's project committee, Heidi Menzel, "North Carolina statewide resource directory for agencies that serve individuals who are homeless." Department of Recreation, Parks, and Tourism, UNCG (1999-2000).
- Chair, masters project committee, Dona Leith, "The examination of the efficacy of the sustained treatment and rehabilitation (STAR) program to increase community tenure in institutionalized adult males with schizophrenia." Department of Recreation, Parks, and Tourism, UNCG (1998 - 1999).
- Chair, masters thesis committee, Terri Phoenix, " Identity status and perceived freedom in leisure," Department of Recreation, Parks, and Tourism, UNCG (1997 - 1999).
- Committee member, master's project committee, Amanda Foster Smith, "Belief about physical activity among hospitalized leukemia patients." Department of Public Health Education, UNCG (1994 -1996).

**Institutional Service****University**

University Faculty Compensation Committee	2002 - 2005
Hospitality Management Interdisciplinary Advisory Committee	1997 - 2004
Hospitality Management Curriculum Committee	1999 – 2004
Undergraduate Curriculum Committee	

### **School of Health and Human Performance**

HHP Curriculum Committee (chair)	2001-2008
Dean of the School of HHP Search Committee	2007-2008
Chair of the HHP Curriculum Committee	2002-2008
HHP by-laws Ad-hoc Committee	2006-2009
HHP Student Recruitment and Retention Task Force	2006-2007
HHP Teaching Excellence Network	2004-2005
Post-tenure Review Committee for Dr. Jim Sellers	2003- 2004
Hospitality Management Curriculum Committee	2002-2004
Advisory Committee for Hospitality Management Program	2000-2004
HHP/RPT representative for FOCUS and SOAR	1999-2010

### **Department of Recreation, Parks, and Tourism**

Director of the Recreation and Parks Management Program	1999-2010
RTH Special Celebrations, Events, and Student Recruitment	2007-2010
RPM Curriculum Committee	1999-2008
RTH Personnel Committee	2002-2008
Weave Coordinator for RPM Program	2007-2010
Coordinator of the RPM NRPA/AALR Re-accreditation Self Study Committee	2009-2011 2004-2006 1999-2001
Acting Department Head for RTH (during Dr. Schleien's research leave)	Fall 2005
RTH Undergraduate Recruitment and Retention Committee	2002-2006
RPT Curriculum Committee, Chair	1999-2004
Co-Chair of Search Committee for Assistant/Associate Professor (RPT/LSM)	2004-2005
RPT Personnel Committee	1994-2004
Undergraduate Recruitment and Retention Committee	2002-2004
Mentor to Dr. Erick Byrd	2003-2004
Search Committee for Assistant/Associate Professor (HMT)	2003-2004
Search Committee for Assistant Professor (HMT)	2003-2004
ACES/Transfer Advising	1998-2003
Search Committee for Assistant Professor (TTCR), Chair	2002-2003

I have also served on other various other departmental committees and sub-committees.