

# Yinglin Ma, Ph.D.

(Pronunciation: Ing-Lynn Ma:)

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School of Public Administration

University of Central Florida

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Academic Positions      **University of Central Florida**      Orlando, FL  
Assistant Professor in School of Public Administration      Beginning 2024 Fall

**Eastern Kentucky University**      Richmond, KY  
Assistant Professor in Department of Government      2022 - 2024

Education      **The Ohio State University**      Columbus, OH  
Ph.D. in Public Policy and Nonprofit Management      2017 - 2022  
Dissertation: Three Essays on Community Service Volunteers' Self-efficacy, Learning, and Managerial Support in the AmeriCorps Programs

**Indiana University Bloomington**      Bloomington, IN  
Master of Public Administration      2013 - 2015

**University of Nottingham Ningbo, China**      Ningbo, China  
Bachelor of Arts in Finance, Accounting, and Management      2009 - 2013

Research Areas      

- Community-Service Volunteer Learning
- Nonprofit Mission, Strategy, and Change
- Immigrant-Serving Nonprofit Organizations

Peer-reviewed Journal Publications      **Ma, Y., Beaton, E. E. (2023).** Programming Change Among Nonprofit Human Service Organizations During the COVID-19 Pandemic. *Human Service Organizations: Management, Leadership and Governance*, 1-20. <http://dx.doi.org/10.1080/23303131.2023.2228854>

**Ma, Y., Beaton, E. E., Bhati, A. (2022).** Sexual harassment policies in nonprofits. *Nonprofit Management and Leadership (NML)*, 33(2). <https://doi.org/10.1002/nml.21526>

**Ma, Y., Tschirhart, M. (2021).** Enhancing Self-Efficacy During Community Service: Factors Influencing AmeriCorps' Members' Change in Self-Efficacy. *Nonprofit and Voluntary Sector Quarterly (NVSQ)*, 50(5). <https://doi.org/10.1177/0899764021991654>

Han, L., **Ma, Y.** (2016). What Can We Learn from America's Experience of Using Volunteers to Collect Individual Income Tax? (in Chinese). *Journal of Yuxi Normal University*, 32(3), 58-63.

Manuscripts Under Review **Ma, Y.** Learning While Serving: The Role of Learning Activities, Self-efficacy, and Managerial Support in Learning Outcomes of AmeriCorps Members. (Revise and Resubmit)

**Ma, Y.** Supporting Volunteer Learning in a Time of Crisis: The Role of Self-efficacy, Resiliency, and Managerial Support.

Manuscripts In Progress **Ma, Y.** Understanding Volunteers' Service Frustrations on Their Self-related Service Outcomes. (First Draft Completed)

**Ma, Y.** A Critical Lens: Understanding Volunteers' Perspectives of Challenges and Frustrations during AmeriCorps Service. (Will present at Public Management Research Conference 2024)

**Ma, Y.** Understanding AmeriCorps volunteers' philanthropic intentions through Learning. (Presented at the West Coast Nonprofit Data Conference in 2024)

Tschirhart, M. and **Ma, Y.** How Do Community Service Providers Seeing Themselves as a Leader Differ from Those Who Don't?. (Submitted to ARNOVA 2024)

**Ma, Y.** Measuring Community Service Volunteers' Self-efficacy. (Data Collection Completed)

**Ma, Y** and Ruiz, S. (co-Principle Investigators). Understanding Volunteer Experience in Immigrant-Serving Nonprofit Organizations in New Destinations States. (Collecting Data)

Ruiz, S., **Ma, Y.**, Pettit, L. Latino Participation in South Carolina - Patterns of Informal and Formal Volunteering. (Writing First Draft)

Professional Reports and News Articles **Ma, Y.,** Tschirhart, M. (2022). ServeOhio AmeriCorps Member Survey Results from 2020-2021 Entry and Exit Surveys. Columbus, OH: Ohio State University.

**Ma, Y.,** Tschirhart, M. (2021). ServeOhio AmeriCorps Member Survey Results from 2019-2020 Entry and Exit Surveys. Columbus, OH: Ohio State University.

Beaton, E. E, Colchin, E., **Ma, Y.**, Bhati, A. (2021). Ohio Nonprofit COVID-19 Survey: A Report of Wave 3 Results Columbus, OH: The Ohio Attorney General's Office, Philanthropy Ohio, and OANO. [Available Online](#)

Beaton, E. E, Colchin, E., **Ma, Y.** (2021). Ohio Nonprofit COVID-19 Survey: A Report of Wave 2 Results. Columbus, OH: The Ohio Attorney General's Office, Philanthropy Ohio, and OANO. [Available Online](#)

Tschirhart, M., **Ma, Y.** (2020). ServeOhio AmeriCorps Member Survey Results from 2018-2019 Entry and Exit Surveys . Columbus, OH: Ohio State University.

Tschirhart, M., **Ma, Y.** (2019). ServeOhio AmeriCorps Member Survey Results from 2017-2018 Entry and Exit Surveys. Columbus, OH: Ohio State University

**Ma, Y.** (2016). Timeline of History of the Programme Performance Report. Department of Management, United Nations.

**Ma, Y.** (2015). Characteristics of the U.S. Individual Income Tax System. (news article). *Southern People Weekly*. March: 427-429.

#### Conference Papers

2023 **Ma, Y.** Understanding AmeriCorps Volunteers' Service Frustrations on Their Self-related Service Outcomes. Accepted for Presentation at ARNOVA 52nd Annual Conference. Orlando, FL.

2022 **Ma, Y.** How Community Service Volunteers Learn: The Role of Self-efficacy and Managerial Support. ARNOVA 51st Annual Conference. Raleigh, NC.

2021 **Ma, Y.** Understanding volunteers' perceived learning outcomes during the COVID-19 pandemic and the moderating influences of self-efficacy and managerial support. ARNOVA 50th Annual Conference. Georgia, GA.

2021 Tschirhart, M., **Ma, Y.** Giving Intentions of AmeriCorps National Service Members in COVID-19 Context. 2021 ARNOVA Asia Conference. Online.

2020 Tschirhart, M., **Ma, Y.** AmeriCorps Members' Philanthropic Intentions at End of Service Term Affected by COVID-19. ARNOVA 49th Annual Conference. Online.

2020 **Ma, Y.** Reasons to Leave, Commitment to Stay: Relational Job Design Factors on AmeriCorps Volunteers' Persistence. ARNOVA 49th Annual Conference. Online.

2019 **Ma, Y.**, and Tschirhart, M. Enhancing Self-efficacy during Community Service: Factors Influencing AmeriCorps' Members' Change in Self-Efficacy. ARNOVA 48th Annual Conference. San Diego, CA.

2018 **Ma, Y.**, and Tschirhart, M. Stipended Volunteers' Self-efficacy and Learning: An AmeriCorps Study. ARNOVA 47th Annual Conference. Austin, TX.

Panels Organized

2021 Professional Workshop on Diversity, Equity, and Inclusion of Asian American and Pacific Islander (AAPI) Nonprofit Scholars: Conversations and Reflections of Our Shared Experiences. (with Chengxin Xu and Huafang Li). 50th ARNOVA Annual Conference. Georgia, GA.

2022 Professional Workshop on How to Find an Academic Job as AAPI International Graduate Students (with Hongtao Yi and Chengxin Xu). The Ohio State University, Online.

Teaching

**Instructor, Eastern Kentucky University**

- Spring 2023-2024 POL 101: Introduction to American Government (undergraduate; in-person; class size: 23; student evaluations average: 4.5/5; response rate: 56 percent)
- Spring 2023-2024 POL 801: Introduction to Public Administration (graduate; online asynchronous; class size: 22; student evaluations average: 4.2/5; response rate: 45 percent)
- Fall 2022, 2023 POL 101: Introduction to American Government (undergraduate; in-person; class size: 76; student evaluations average: 3.9/5; response rate: 30 percent)

**Instructor, The Ohio State University**

- Spring 2021 PUBAFRS 2150: Introduction to the Nonprofit Sector (undergraduate; online synchronous; class size: 22; student evaluations average: 4.9; response rate: 60 percent)
- Summer 2021 and 2022 Statistics and Math Boot Camp (graduate, online, two-lecture series)

**Guest Lecturer, The Ohio State University**

- 2021 Racial Justice Theories in Public Administration Research (Graduate, PhD Seminar)
- 2020 Evaluating Mission Statements (graduate, MPA students)
- 2019 Strategic Human Resource Management in PUBAFRS 7553: Non-profit Management and Governance (graduate, MPA students)
- 2019 NAACP and Re-imagining Service in PUBAFRS 7553: Nonprofit Management and Governance (graduate, MPA students)

**Teaching Assistant, Indiana University Bloomington**

- 2014-2015 Statistical Techniques and Financial Management (undergrad)

Mentoring Students

**MPA Students' Thesis Committee, Eastern Kentucky University**

- Collin D. 2023 Fall. An Examination of the Usage of Grants and Municipal Bonds to Fund Capital Projects for Local Governments.
- Stewart. J. 2023 Spring. Understanding Federal Funding of Appalachian Nonprofit Organizations through Characteristic Analysis.

Grants and Awards

**Research-focused**

- 2023 Eastern Kentucky University Writing Retreat Small Grant (\$500)
- 2023 Early Scholars Fellowship, organized by the Nonprofit Management and Leadership Journal and American University.
- 2022 ARNOVA Emerging Scholars Fund (\$1,500)
- 2021 Ohio State University Outreach and Engagement Impact Grant for Research with Erynn E. Beaton (\$10,000)

**Teaching-focused**

- 2021 Racial Justice Teaching Grant for Diverse Curriculum (\$500)

**Other Grants and Awards**

- 2018-2021 ARNOVA Doctoral Fellow and Diversity Scholarship.
- 2018-2021 John Glenn College Travel Grant.
- 2017 University Fellowship, Ohio State University.
- 2010-2013 Dean's Scholarship, University of Nottingham, Ningbo.

Service

**To the Profession**

- 2022-2023 - Track Chair for the Volunteerism and Volunteering track, ARNOVA.
- 2021 - Co-Chair, Emerging Scholars on Chinese Nonprofit Research (ESCN) Common Interest Group, ARNOVA.
- 2020 - Journal Peer Reviewer, for *Nonprofit and Voluntary Sector Quarterly*, *Nonprofit Management and Leadership*, *International Journal of Voluntary and Nonprofit Organizations*, *Public Performance and Management Review*.

**To Department of Government, Eastern Kentucky University**

- MPA Student Recruitment and Engagement
- MPA Student Mentorship
- Nonprofit Curriculum Development and Student Engagement

**To John Glenn College, The Ohio State University**

- 2021 Doctoral Student Mentor
- 2020 Diversity Representative, Glenn College Doctoral Student Organization
- 2019 Member of Nonprofit Curriculum Committee
- 2015 Administrative Intern, Department of Management, United Nations Headquarters. New York, NY.
- 2016 Finance Intern, Harlem Education Activities Fund. New York, NY.
- 2011 Volunteer English Teacher at Xia Ying Primary School. Ningbo, China.
- 2012 Volunteer "Big Sister" at Xing Xing Autism Center. Ningbo, China.
- 2014 Individual Income Tax Preparation Volunteer, United Way. Bloomington, IN.
- 2016 Pro-bono Consultant, Net Impact. Greenwich, NY.
- 2019 Volunteer, Columbus Humane Society. Columbus, OH.

Professional  
and Volunteering  
Experience

Skills

**Languages**

- English, Mandarin Chinese

## Software

- STATA (well-versed), SPSS (well-versed), Qualtrics (well-versed), SAS (intermediate), R (intermediate),  $\LaTeX$  (well-versed)

## Memberships

- Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA)
- Public Management Research Association (PMRA)
- Academy of Management (AOM)
- Association for Public Policy Analysis and Management (APPAM)