

Norma Gaines-Hanks, Ed.D.

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Education

- Ed.D., Educational Leadership: Administration and Policy, University of Delaware, Newark, DE Executive Position Paper Topic: "Perceptions of opportunities for internal career upward mobility among African-heritage professionals at the University of Delaware." Advisor: Michael F. Middaugh, Ed.D.
- Certificate: Bryn Mawr Summer Institute for Women in Higher Education Administration, Bryn Mawr College, Bryn Mawr, PA
- M.S., Human Behavior and Development, Drexel University, Philadelphia, PA
- B.A., Sociology, University of Delaware, Newark, DE

Honors/Awards/Certificates

- UD Excellence in Undergraduate Advising Award
 - Recipient, 2006
 - Nominated 2009, 2007, 2004, 2003
- UD Excellence in Teaching Award
 - Nominated 2007, 2006, 2005
- Certificate of Appreciation for sustained support of the Paul R. Jones Collection, April 2007
- Richard A. Wilson Award, Center for Black Culture, U. of Delaware, 2004
- Outstanding Undergraduate Professor, Department of Individual and Family Studies, 2001
- E. Arthur Trabant Institutional Award for Women's Equity, University of Delaware, 1996
- University of Delaware Professional Merit Award, 1995
- University of Delaware Diversity Award, 1990
- Certificate of Distinction, Newark Day Nursery and Children's Center Board of Directors, 2002
- Kappa Omicron Nu/Mitstifer Conclave Award for KON Advisors, 1999
- Kappa Omicron Nu National Honor Society, Drexel University, Philadelphia, PA, 1987

Professional Experience

University of Delaware, Newark, DE 19716 (1989 - Present)

Associate Professor and Coordinator, Human Services Internship Program (2006 – Present)

- Responsibilities/Activities: Facilitate and supervise placements for 40-60 Human Services majors (annually) satisfying their 400 hour senior capstone experience; teach courses (as assigned); provide academic advisement to approximately 20 – 25 undergraduates; represent department at selected undergraduate advisement and recruitment activities; chair, Human Services Faculty Committee; Member, Honors Day/Scholarship Committee; CEHD Undergraduate Studies Committee)
- Courses taught: Human Services Internship Seminar; Survey in Child and Family Services; Experiential Education (South Africa: 2014; 2012; 2010; 2008; 2006; 2004; 2002; 2000; 1999 and Barbados: 2015; 2013; 2011; 2009; 2007; 2005)

Assistant Professor; Coordinator of Undergraduate Programs (2001 – 2006)

- Responsibilities/Activities: Coordinated undergraduate programs; coordinated Family and Community Services (FCS) Internship Program (2001 – 2004); supervised graduate assistant; academic advisor to approximately 15 – 20 Human Services undergraduates per

year; met with prospective students (new and transfer); member, Undergraduate Committee (recommend department academic program policies, ensure compliance with University regulations, review/approve internal transfer applications); reviewed and updated undergraduate program-related publications; assisted Office of Student Support Services in activities such as DelaWorld (New Student Orientation), recruitment programs, college convocation; coordinated IFS Mentor program; monitored, reviewed program requirements.

- Courses taught: Senior Seminar in support of FCS Internship; Survey in Child and Family Services; Adolescent Development; Experiential Learning (Winter sessions in South Africa and Barbados)

Assistant Professor and Coordinator, Family and Community Services Internship Program (2000 – 2003)

Associate Policy Scientist and Assistant Professor (1997 - 2000)
College of Human Resources, Education and Public Policy (CHEP)

Assistant Dean, College of Human Resources, January 1989 - August 1997

- Responsibilities/Activities:

Coordinator, Pre-Service Traineeship Program, University Affiliated Programs for Families and Developmental Disabilities (renamed Center for Disabilities Studies), Spring 1996

Interim Undergraduate Coordinator, Department of Textiles, Design and Consumer Economics (Renamed: Consumer Studies), Fall 1993

Interim Department Chair, Department of Textiles, Design and Consumer Economics (Renamed: Consumer Studies), 1992 -1993

Special Assistant to Provost (Byron Pipes), Spring 1992

- Responsibilities/Activities: Coordinated and planned seminar for Deans and Vice-Presidents highlighting minority-focused campus initiatives to determine whether and how UD's programs met the needs for this targeted population.

Salem Community College, Carney's Point, New Jersey 08069

Instructor, 1983 – 1988:

- Responsibilities/Activities: Revised curriculum for Human Services and Sociology majors; served on numerous Search Committees; academic advisor for Human Services majors
- Courses Taught: Introduction to Sociology; Marriage and the Family; Introduction to Human Services, Human Development
- Tenured/promoted in 1983

Assistant Instructor, 1978 - 1983

- Responsibilities/Activities: Advisor to all Sociology and Human Services majors; member and chair, Curriculum Review Committee; coordinated internship program for Human Services majors; academic advisor for Human Services majors
- Courses Taught: Introduction to Sociology; Marriage and the Family; Introduction to Human Services; Human Development; Human Sexuality (co-developed and co-taught the college's first such interdisciplinary course)

Talent Search Program (an Educational Opportunity Program), Wilmington, Delaware

Recruiter/Counselor, 1978

- Responsibilities/Activities: Recruited and counseled federally-defined “economically disadvantaged” high school students regarding their post-secondary options; developed first structured program evaluation instrument

Delaware Technical and Community College, Wilmington (DE) Campus

Adjunct Sociology Instructor, 1974 - 1978

- Courses Taught: Introduction to Sociology; Marriage and Family; Introduction to Human Services

Young Women’s Christian Association, Wilmington, Delaware

Program Developer, 1975 - 1978

- Responsibilities/Activities: Developed programs for children and teens (aged 6 - 18); secured funding for Latch Key (after school) and Summer Day camp programs; recruited, hired, and supervised staff for Latch Key and Summer Day Camp programs; re-activated Y-Teens program

Research/Scholarly Activities

*Gaines-Hanks, N. and Grayman-Simpson, N. (2011) Intercultural tensions within international Service-learning: Reflections on Barbados in Exploring Cultural Dynamics and Tensions Within Service-Learning (T. Stewart and N. Webster, Editors). Charlotte, North Carolina: Information Age Publishing, Inc.

*Gaines-Hanks, N. and Grayman, N. (2009). Student perceptions of personal change as a consequence of international service-learning in South Africa: An exploratory content analysis. Journal of Student Affairs Research and Practice. Volume 46, Issue 1, Pages 72–93, ISSN (Online) 1949-6605, DOI: [10.2202/1949-6605.5006](https://doi.org/10.2202/1949-6605.5006), March 2009

Gaines-Hanks, N., Unger, D., Jensen, C. (2001). “An Analysis of Alumni Surveys: A Report Compiled for the Council for Standards in Human Service Education Accreditation” (unpublished).

Gaines-Hanks, N. (1997). *Perceptions of Opportunities for Internal Career Upward Mobility among African-heritage Professionals at the University of Delaware* (Executive Position Paper)

*Shared first authorship

Presentations

“Service-Learning: The Benefits Transcend Gender,” UD Research on Women course, November 2011.

“A Case Study in Reciprocity: Service-Learning in South Africa and Barbados” (a poster session), Center for International Education Exchange, Seville, Spain, November 2006

“South Africa: A Case Study in the Transformational Impact of Service-Learning,” UD Service-Learning Forum, February 2006

“Service-Learning: More than Just a Warm and Fuzzy Feeling,” UD Center for International Studies Fellows Program, Newark, DE, April 2005

"Beyond the Beach: Service-Learning in Barbados," part of the Service-Learning forum, sponsored by the Center for Service-Learning, U. of Delaware, February 2005

"The Value of Mentorship," Each One/Reach One Mentor Training Program, Center for Black Culture, U. of Delaware, August, 2004

"Valuing Diversity," Community Development Graduate Seminar, School of Urban Affairs and Public Policy

"Leadership and Service: The South African Experience," Kappa Omicron Nu Honor Society Initiation

"How Do You Spell 'Opportunity': Black Professionals' Perceptions Regarding Internal Mobility at the University of Delaware," part of the Research on Race, Ethnicity and Culture Lecture Series, Spring 1998

Master's Thesis Committees

Strong Black Woman": Messages of Resilience in the African American Community, a thesis (in progress), Latiyanna S. Tabb, in partial fulfillment of the requirements for the degree of Master of Science, Human Development and Family Studies.

House Rules: The Role of Structure in Women's Transitional Housing Programs, a thesis submitted by Linda Mayer, in partial fulfillment of the requirements for the degree of Master of Science, Human Development and Family Studies, May 2005.

Assessing the Effectiveness of the Quality of Services for HIV/AIDS Infected and Affected Children in South Africa, an analytical paper by Chandra Sproles, in partial fulfillment of the requirements for the degree of Master of Public Administration, University of Delaware, May, 2005.

Towards a Common Agenda: Youth Participation in Community Development, an analytical paper by Tywana Taylor, in partial fulfillment of the requirements for the degree of Master of Public Administration, University of Delaware, 2003.

Community Schools: An Educational Policy Alternative for Urban Education, an analytical paper by Rhonda-Leigh R. Tsoi-A-Fatt, in partial fulfillment of the requirements for the degree of Master in Public Administration, University of Delaware, May, 1998.

Associations between Reported Dietary Practices of College Students and Sources of Nutrition Information, a thesis submitted by Jennifer Featenby Greenley, in partial fulfillment of the requirements for the degree of Master of Science in Human Nutrition, August, 1998.

Undergraduate Honors Projects

- Course: Human Service Senior Internship/Seminar
Project focus: Recommending service/program enhancements based on students' internship experiences and research
 - 1) "ENTRADA: Providing College Access and Success to the LACC (Latin American Community Center) Community," Laura Milazzo, Fall 2007
 - 2) "Proposing a New Area of Emphasis: Faith-Based Services and Pastoral Counseling," Carolyn Janosko, Spring 2007
 - 3) "Integrating Service-Learning into the Human Services Internship," Michele Goldstein, Fall 2006.

- Course: Honors - Survey in Child and Family Services
 - Project Focus: Cross-Cultural Comparisons of an issue affecting children and families
 - 1) "Educating Children with Learning Difference: US vs. Russia," Ashley Gabriele (Spring 2014)
 - 2) "Adolescents in Foster Care: A Cross-Cultural Comparison of Behavioral and Psychological Issues in the US and Peru," Nicole Gabarino, Katarina Garced, Madeline Nelson, and Rachel Stern (Fall 2013)
 - 3) "Services for Children with Autism in Elementary Schools: US, Mexico and Japan," Kristen Carino, Rachel Schwartz, and Jill Smilowitz (Spring 2013)
 - 4) "A Cross-Cultural Comparison of Deaf Education and Services: US, Australia and India," Stacey Lager, Renah Scudlark, and Kaitlin Sullivan (Fall 2012)
 - 5) "Adolescent Heroin Use and Decriminalization: A Cross-Cultural Comparison between the US and Portugal," Kelly Scanlan and Lauren Torretta (Spring 2012)
 - 6) "School Counseling Across Cultures: A Comparison of Japanese and American Schools," Caroline Hale, Kristen Loomis, and Mary Jean Rainsford (Fall 2011)
 - 7) "Meeting the Needs of those who are Homeless" (Germany vs. U.S.), Rachel Friedline, Spring 2008
 - 8) "Sacrificing in the Name of the Family: A Look at Child Abuse in a Cross-Cultural Context" (Mexico and the U.S.), Kathleen Bither and Alyssa Serra (Spring 2007)
 - Accepted for the 23rd annual Marion Steele Symposium, University of Delaware, May 2008
 - 9) "Autism, A Lifestyle: Issues at Home and Abroad" (China and U.S.), Caitlin Bailey and Laura Milazzo, (Spring 2006)
 - Winner, Undergraduate paper, 22nd annual Marion Steele Symposium, U. of Delaware, 2007
 - 10) "From Love to Hate: National and International Responses to Intimate Partner Violence" (India vs. U.S.), Sarah Gluckman, Carolyn Janosko, Allison Rishty, Kate Shimalla, (Spring 2005).
 - 11) "A Cross-Cultural Examination of Sexual Education" (Austria, Turkey, and U.S.), Lauren Butz, Brittany Hitz, and Caitlin Nichols (Fall 2004).
 - 12) "Components of Successful After School Programs" (Ireland, Japan, and U.S), Allison Bayley, Michele Goldstein, Matt Grubman, Michele Sloan (Fall 2003)
 - Winner, Undergraduate paper, 20th annual Marion Steele Symposium, University of Delaware, 2005
 - 13) "Addressing Domestic Violence" (India and U.S.), Lauren Adamek and Emily Ruffing, Fall 2003
 - 14) Youth Alcohol Use and Abuse: A Cross-Cultural Comparison of Four Countries (Denmark, Italy, South Africa and the US), Regina Marshall (Fall 2002)
 - Winner, Undergraduate paper, 18th annual Marion Steele Symposium, University of Delaware, 2003

Service Activities

- **University of Delaware**
 - 1) President's Diversity Task Force, April 2008 – 2011
 - 2) President's Commission to Promote Racial and Cultural Diversity
 - a. Member, September 2005 – 2011; 1989 – 1995
 - b. Task Force Chair: Organizational Climate, 1990-1993
 - c. Member, Black Professionals Caucus, 1995
 - 3) Faculty Senate
 - a. College Senator, September 2010 – May 2012
 - b. Library Committee, September 2004 – May 2011

- 4) Institute for Global Studies (formerly International Programs and Special Sessions):
 - a. Winter Study Abroad Program Faculty Director
 - South Africa: 2014; 2012; 2010; 2008; 2006; 2004; 2002; 2000; 1999
 - Barbados: 2015; 2013; 2011; 2009; 2007; 2005
 - b. Starr/Neilds Scholarship Review Committee: Committee Member: 2000-2005
 - 5) Center for Black Culture: Faculty Co-presenter, Kente Stole Ceremony: May 2014; May 2008; May 2006
 - 6) Summer Enrichment Program, Faculty Panel Member (most summers since 2005)
 - 7) Center for Intercultural Teacher Education (CITE), School of Education: Member, Advisory Committee, 1999-2001
 - 8) Commission on the Status of Women, Member, 1995-1997
 - 9) Kappa Omicron Nu National Honor Society: U of D chapter advisor, 1995 – 2001
 - 10) UD Professional Advisory Council
 - a. Vice-President, 1999 - 2000
 - b. District Representative, 1997- 2000
- **Community**
 - 1) African American Empowerment Fund of Delaware (a philanthropic initiative of the Delaware Community Foundation), Founding member - June 2008
 - 2) UD Black Alumni Organization
 - a. Founding member – 1980
 - b. Past President; past secretary
 - 3) Christiana Cultural Arts Center, Wilmington, Delaware: Board Member, 2003 – 2007
 - 4) Newark Day Nursery, Newark, DE, 1998 - 2001
 - a. Member: 1998 -2001; 2012 - present
 - Vice-President, 2001
 - Personnel Committee, 1999 – 2001
 - Development Committee, 2012 - present
 - 5) Kennett (PA) Underground Railroad Center, Kennett Square, PA, 1997 – 1999
 - a. Founding Board member
 - b. Chair, Public Relations
 - 6) Public Allies, Wilmington, DE: Program Advisory Board, 1997 -1998