

Heather A. O'Connor, Ph.D. Candidate

curriculum vitae as of Nov. 9, 2018

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EDUCATION

Indiana University

Ph.D. in Philanthropic Studies, Lilly Family School of Philanthropy, 2016 – Present

Certificate in College Teaching, 2019

Certificate in Fund Raising Management, Lilly Family School of Philanthropy, 2008

University of Chicago

Master of Arts in Social Service Administration, School of Social Service Administration 2005

University of Tennessee at Knoxville

Bachelor of Science in Communications, School of Journalism, 1999

RESEARCH INTERESTS

Influences of personal and social identity on philanthropic behavior

Message framing in nonprofit communications

Fundraising profession and practice in rural communities

IN PROGRESS/UNDER REVIEW

Dale, E., **O'Connor, H.** “The Female Donor Journey: Stages of developing into \$1M+ donors.”

O'Connor, H. “Professional Development for Fundraisers in Rural Alaska: Perceptions, Access, Utilization, and Needs”

Mesch, D.; Osili, U.; Dale, E.; Ackerman, J.; **O'Connor, H.** “Differences in charitable giving by husbands and wives: Effects of education and income.”

BOOK CHAPTERS

Dale, E., Shaker, G. and **O'Connor, H.** Teaching philanthropy: Developing critical and compassionate approaches to giving. In *Teaching Nonprofit Management*. Bezboruah, K. and Carpenter, H., (eds). New York: Edward Elgar Publishing. (forthcoming April 2019).

RESEARCH REPORTS

Dale, E., **O'Connor, H.** and Small, D. (2018). “Giving by and for women: Understanding high-net-worth donors’ support for women and girls.” Indianapolis. Women’s Philanthropy Institute, Indiana University. <http://hdl.handle.net/1805/15117>

Osili, U., Mesch, D., Ackerman, J., Pactor, A., **O'Connor, H.** (2018). "How Women and Men Give Around Retirement." Indianapolis. Women's Philanthropy Institute, Indiana University.
<http://hdl.handle.net/1805/16758>

Austin, T. and **O'Connor, H.** (2017). "Giving to Religion." In *Giving USA 2017: The Annual Report on Philanthropy for the Year 2016*. Chicago: Giving USA Foundation. 171-193.

O'Connor, H. (2016). "Giving to Human Services." In *Giving USA 2016: The Annual Report on Philanthropy for the Year 2015*. Chicago: Giving USA Foundation. 183-200.

BOOK REVIEWS

O'Connor, H. (forthcoming). [Rev. of Goldseker, S., & Moody, M. (2017). *Generation Impact: How Next Gen Donors are Revolutionizing Giving.*] *Nonprofit and Voluntary Sector Quarterly*.

O'Connor, H. (2008). [Rev. of Heath, C. & Heath, D. (2007) *Made to Stick: Why Some Ideas Survive and Others Die*] *Perdido Magazine: Leadership with a Conscience*. 12, 24-25.

CONFERENCE PRESENTATIONS

Nathan, S.; Shaker, G.; **O'Connor, H.**; Danahey Janin, P. (2018). "Breaking the isolation: Fundraisers, informal support groups, and professional growth." Poster presentation, ARNOVA National Conference, Austin, Nov. 15-17.

Dale, E., **O'Connor, H.**, (2018) "Million-dollar gifts by and for women: A new model of philanthropy?" Paper presentation, ISTR International Conference, Amsterdam, July 12.

O'Connor, H., Konrath, S., Goodwin, J. and Austin, T. (2018). "Effects of teamwork on the fundraiser experience." Paper presentation, ISTR International Conference, Amsterdam, July 10.

O'Connor, H., Austin, T., Goodwin, J. (2017). "Are two heads better than one? Effects of working as a team vs. alone on fundraising effectiveness and fundraiser satisfaction." Paper presentation, ARNOVA National Conference, Grand Rapids, Nov. 16.

O'Connor, H. (2015). "Professional development for nonprofit leaders in rural Alaska: Perceptions, access, utilization, and needs." Paper presentation, ARNOVA National Conference, Chicago, Nov. 19.

GUEST LECTURES

"Exploring the eight levels of tzedakah through Julie Salamon's *Rambam's Ladder: A Meditation on Generosity and Why It Is Necessary to Give.*" P-530: Religion and Philanthropy, Lilly Family School of Philanthropy, Feb. 22, 2017

"The role of electronic portfolios in career development." P-450: Capstone Seminar in Philanthropic Studies, Lilly Family School of Philanthropy, March 30, 2016

TEACHING & CURRICULA DESIGN

Instructor

Indiana University Lilly Family School of Philanthropy, 2018 – 2019

P 105: Giving and Volunteering in America. Fall 2018, Spring 2019

Incorporates service learning and other high-impact practices within a themed learning community of 25 students

Doctoral Graduate Assistant

Indiana University Lilly Family School of Philanthropy, 2016 – 2017

Supervisor: Tyrone Freeman, Assistant Professor and Director of Undergraduate Programs

Assisted in development of four new academic courses: 1) Institutional Donor Dynamics - Undergraduate, in person; 2) Individual Donor Motivations and Engagement - Undergraduate, in person; 3) Donor Behavior in Major and Planned Giving - Graduate, online; 4) Institutional Donors - Graduate, online

Adjunct Faculty

Kenai Peninsula College / University of Alaska Anchorage, 2013 – 2015

Developed and taught one-day professional development courses, Introduction to Grant Writing
October 25, 2013; October 31, 2014; October 30, 2015

RESEARCH EXPERIENCE

Doctoral Research Assistant, Women's Philanthropy Institute (WPI)

Indiana University Lilly Family School of Philanthropy, 2017 – 2019

Supervisor: Debra Mesch, Director, Professor, Eileen Lamb O'Gara Chair in Women's Philanthropy

Assist with quantitative and qualitative research on gender differences in philanthropic behavior as part of a project funded by the Bill & Melinda Gates Foundation. Tasks include literature reviews, survey preparation, writing, and editing.

Doctoral Research Assistant

Indiana University Lilly Family School of Philanthropy, Summer 2017

Supervisor: Genevieve Shaker, Associate Professor of Philanthropic Studies

Conducted and coded individual and focus group interviews on fundraisers' traits, motivations, challenges and career paths as part of a project funded by The Lilly Endowment.

ADDITIONAL TRAINING & CERTIFICATION

Certificate in College Teaching

Indiana University Center for Teaching and Learning, 2019

Grounded Theory

Indiana University School of Nursing

Center for Professional Development and Lifelong Learning, June 1-2, 2018

The Collaborative Institutional Training Initiative (CITI)

Human Subjects Research series, 2015 and 2017

Certificate in Fundraising Management

The Fund Raising School, Indiana University Lilly Family School of Philanthropy, 2008

Certified Fundraising Executive

CFRE International, 2008 – 2018

GRANTS, FELLOWSHIPS & AWARDS

International Society for Third-Sector Research (ISTR)

Ph.D. Seminar, 13th International Conference in Amsterdam, 2018, in-kind

Travel Support Award, 13th International Conference in Amsterdam, 2018, \$100

Indiana University Purdue University Indianapolis (IUPUI)

Graduate and Professional Education Grant, 2018, \$500

Nominee, IUPUI Sherry Queener Graduate Student Excellence Award, 2018

The Lilly Family School of Philanthropy at Indiana University

Ernest W. Wood Fellowship (in partnership with AFP Foundation for Philanthropy), 2018– 2019

Ernest W. Wood Fellowship (in partnership with AFP Foundation for Philanthropy), 2017– 2018

Graduate Student Research Grant, 2017, \$3,000

David H. Jacobs Fellowship, 2016– 2017

The Kresge Foundation Executive Masters Scholarship, 2015– 2016

Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA)

Third Annual Nancy Macduff Scholarship, Pracademics Section, 2017, \$500

Conference Scholarship and Travel Grant, 2015, \$250

Association of Fundraising Professionals (AFP) Chicago and Alaska Chapters

Professional Development Scholarship, Alaska Chapter, 2014, \$300

Professional Development Scholarship, Chicago Chapter, 2008, \$300

International Conference Travel Award, Chicago Chapter, 2007, \$500

The University of Chicago

School of Social Service Administration Scholarship Award, 2004

School of Social Service Administration Scholarship Award, 2003

SERVICE TO PROFESSION & COMMUNITY

Peer Reviewer

Academy of Management Annual Meeting, Divisions: Public and Nonprofit, Organizational Behavior

International Journal of Nonprofit and Voluntary Sector Marketing

Nonprofit Management and Leadership (NML)

Nonprofit and Voluntary Sector Quarterly (NVSQ)

Voluntas: International Journal of Voluntary and Nonprofit Organizations

Treasurer, Pracademics Section of ARNOVA

Association for Research on Nonprofit Organizations & Voluntary Action (ARNOVA), 2018 – 2020

Federal Grant Reviewer

Health Resources and Services Administration, 2013 – 2017

Co-Manager

CFRE International Network Group on Linked In, 2011 – 2016

Member, Peer Mentoring Committee

Association of Fundraising Professionals (AFP) Chicago Chapter, 2006 – 2008

UNIVERSITY & DEPARTMENTAL SERVICE

The Indiana University Lilly Family School of Philanthropy

Member, Academic Programs Committee, 2017– 2019

Member, PhD Program Student Task Force, 2018– 2020

Mentor, Undergraduate Service Learning Assistant program 2018– 2019

The University of Chicago School of Social Service Administration

Member, Professional Development Committee, 2005 – 2010

PROFESSIONAL AFFILIATIONS

Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA)

Treasurer, Pracademics Section. 2018 –Present

Member, Critical Perspectives Common Interest Group. 2017 – Present

Member, Pracademics Section, Early Scholars Section. 2013 – Present

International Society for Third-Sector Research (ISTR)

Member, 2013 – Present

Academy of Management

Member, Public and Nonprofit Division, 2017 – Present

Society for Personality and Social Psychology (SPSP)

Member, 2017– Present

Association of Fundraising Professionals (AFP)

Member, Peer Mentoring Committee, Chicago Chapter, 2006 – 2008

Member, 2005 – Present

Association of Donor Relations Professionals (ADRP)

Member, 2005 – 2015

MEDIA COVERAGE

Eisenberg, R. (2018, July 24). What Retirement Means For Charitable Giving And Volunteering. *Forbes*. Retrieved from <https://www.forbes.com>

Philanthropy News Digest. (2018, Feb. 1). Female Donors to Women's and Girls' Causes Embrace Risk, Study Finds. Retrieved from <https://philanthropynewsdigest.org/>

Joslyn, H. (2018, Jan. 31). Wealthy Women Donors Willing to Take Big Risks, Report Says. *Chronicle of Philanthropy*. Retrieved from <https://www.philanthropy.com>

PROFESSIONAL EXPERIENCE

Executive Director

Kachemak Bay Family Planning Clinic, 2012 – 2016 (Homer, Alaska)

- Led a team of 20 staff at an independent nonprofit reproductive health organization offering direct clinical services, community health outreach, and teen education programs. The Title X clinic serves an average of 1,000 clients each year and is a designated provider for the State of Alaska Breast and Cervical Health Check program.
- Diversified funding sources and increased revenue from \$492,000 to \$735,000.
- Received the 2016 Alaska Community Service Award for Health by the Alaska Public Health Association.

Vice President, Development

Dental Lifeline Network, 2010 – 2012 (Denver, Colorado)

- Managed major gifts, foundation relations, and annual fund programs for an organization that provides treatment for those in need through a volunteer network of 15,000 dentists and 3,200 dental labs nationwide.
- Increased number of individual donors by 31% and corporate donors by 17%.
- Secured the second-highest gift in the 37-year history of the organization.

Major Gift Officer

Samaritan Health Services, 2008 – 2010 (Corvallis and Newport, Oregon)

- Managed a portfolio of 100 prospective donors across a tri-county healthcare system with five hospitals and three simultaneous capital campaigns.
- Secured gifts between \$10,000 and \$100,000 from individuals and corporate donors.
- Conducted a feasibility study for a \$3.2M capital project.

Director of Development and Communications

Lakeview Pantry, 2007 – 2008 (Chicago, Illinois)

- Planned and managed the annual fund, foundation relations, and public relations programs for a food pantry that served an average of 500 individuals a week.
- Increased revenue by 16% in first 12 months; successfully closed gifts of up to \$50,000 from individual, foundation and corporate donors as well as grants from state and federal government.
- Increased annual renewal rate 20%, and increased donors enrolled in monthly pledge program 27%.

Assistant Director, Leadership Giving and Assistant Director, Donor Relations

The University of Chicago, 2005 – 2007 (Chicago, Illinois)

- Managed a portfolio of 200 prospective donors and ensured timely and strategic cultivation, solicitation and acknowledgment activities.
- Secured annual and restricted gifts of \$1,000 to \$10,000.

- Produced over 200 individualized stewardship reports for donors of named, endowed undergraduate scholarships; ensured proper reporting and acknowledgement.
- Drafted personalized acknowledgment letters for signature by the President of the University .

Development Associate

Trinity Services, Inc., 2002 – 2005 (Joliet, Illinois)

- Drafted press releases, donor acknowledgments, and program brochures for an organization that provides services for children and adults who have developmental disabilities.

Account Representative

Summit Consulting Group, Inc., 1999 – 2002 (Chicago, Illinois)

- Served as coordinator for nonprofit accounts at a corporate communications and public affairs firm.