APPLICATION FOR MEMBERSHIP ON COUNCIL, ADVISORY BOARD, COMMISSION, COMMITTEE OR TASK FORCE

## **Profile**

Question applies to multiple boards

Whenever possible, submit your application prior to the scheduled meeting of the affected advisory board so that they can consider all applications prior to making a recommendation to Council.

Submit Date: Mar 18, 2020

## **Public Records Statement**

I acknowledge that all information submitted in this application becomes a public record and

will be searchable online. once it has been posted.	The Town Is not			THE PUBLIC TECOTO
I Agree				
brianstarkgodfrey@gmail.com	1			
Email Address				
Brian	Stark	Godfrey		
First Name	Middle Initial	Last Name		
122 S. Roberson St.				
Street Address			Suite or Apt	
Chapel Hill			NC	27516
City			State	Postal Code
Mobile: (704) 995-2630	Home:			
Primary Phone	Alternate Phone			
Question applies to multiple boards Residency within the Town I bodies. Memberships of son of non-Town residents.	•	·		•
What district do you live in	n? *			
Chapel Hill Town limits (Pt	urple)			
Please consult the town ma	ps HERE if you a	<u>re unsure</u> .		

Question applies to multiple boards

□ Greater than 10 years

The Council encourages you to visit a meeting of the group that you are interested in serving on. Please choose no more than three groups from the list below to which you would like to apply.

Brian Stark Godfrey Page 1 of 4 Which Boards would you like to apply for? Board of Adjustment: Appointed Question applies to Board of Adjustment Select a Seat Category for Board of Adjustment \* Chapel Hill Town Resident Question applies to multiple boards Which Board is your First Choice? \* ■ Board of Adjustment How did you find out about this opportunity? (select all that apply) Advisory Board or Council member If you chose "Other" from the advertising opportunity listed above, please specify specify: **Interests & Experiences** Question applies to multiple boards How do you describe your previous advisory board experience? Chapel Hill Board Experience Question applies to multiple boards What perspective(s) do you bring to the board(s), commission(s), committee(s) or task force(s) to which you are applying? I have served on the Board of Adjustment since March 2016 and served as Vice-Chair for two years. Please provide a brief summary of any other relevant qualifications (skills, abilities, interests and/or experience) you bring.

Brian Stark Godfrey Page 2 of 4

Graduating May 2020 Master's of City and Regional Planning at UNC.

Question applies to Board of Adjustment

Do you have special interest, experience, or education/training in city planning or related fields? If yes, please explain.

Pursuing career in	city	planning.
--------------------	------	-----------

You may upload a supporting document (e.g., CV or resume). <strong>Please be advised that any information submitted becomes a public record and may be searchable online.</strong>

# **Demographics**

The Town Council seeks to attract persons from diverse backgrounds and believes that childcare and transportation is a potential barrier for qualified and interested applicants. See the <u>Childcare and Transportation Assistance pilot</u> for further details. In order to consider this application and provide some balance to the various boards, this personal information is required:

Ethnicity *
Caucasian/Non-Hispanic
Gender *
<b>☑</b> Male
If other, please describe:
Please select your age from the following list. *
<b>☑</b> 25-34
Graduate Student Occupation
Are you a caregiver for or identify with a disability?
○ Yes ⊙ No
Have you participated in the Peoples Academy?
○ Yes ⊙ No
Are you a Town of Chapel Hill employee?
○ Yes ⊙ No

## **Ethics Statement**

Brian Stark Godfrey Page 3 of 4

Applications will be kept on file from July 1st to June 30th of the same fiscal year. Please reapply each fiscal year if you are still interested in serving on an Advisory Board, Commission, Committee or Task Force and have not yet been appointed.

Brian Stark Godfrey Page 4 of 4

## **Profile**

Question applies to multiple boards

Whenever possible, submit your application prior to the scheduled meeting of the affected advisory board so that they can consider all applications prior to making a recommendation to Council.

Submit Date: Aug 24, 2020

## **Public Records Statement**

will be searchable online. The Town is not able to remove information from the public record once it has been posted.

✓ I Agree

geoff@stuebegreen.com

Email Address

I acknowledge that all information submitted in this application becomes a public record and

First Name	Middle Initial	Last Name

## 111 Simerville Road

Geoffrey

Street Address

Chapel Hill	NC	27517
City	State	Postal Code

Suite or Apt

Green

Mobile: (617) 209 1576	Homo:
Mobile: (617) 308-1576	Home:
Primary Phone	Alternate Phone

Question applies to multiple boards

Residency within the Town limits is required for membership on most Council advisory bodies. Memberships of some committees and task forces may be composed of up to forty percent of non-Town residents.

What district do you live in? \*

Chapel Hill Town limits (Purple)

Please consult the town maps HERE if you are unsure.

If you are a Chapel Hill Resident, How long have you lived here?

□ Greater than 10 years

Question applies to multiple boards

The Council encourages you to visit a meeting of the group that you are interested in serving on. Please choose no more than three groups from the list below to which you would like to apply.

Geoffrey Green Page 1 of 4

Which Boards would you like to apply for?
Board of Adjustment: Eligible Planning Commission: Eligible
Question applies to Board of Adjustment  Select a Seat Category for Board of Adjustment *
Chapel Hill Town Resident
Quarties applies to Planning Commission
Question applies to Planning Commission  Select a Seat Category for the Planning Commission *
Chapel Hill Resident
Question applies to multiple boards  Which Board is your First Choice? *
✓ Planning Commission
How did you find out about this opportunity? (select all that apply)
<b>☑</b> Email
If you chose "Other" from the advertising opportunity listed above, please specify specify:
Interests & Experiences
Question applies to multiple boards  How do you describe your previous advisory board experience?
Chapel Hill Board Experience

Geoffrey Green Page 2 of 4

Question applies to multiple boards

What perspective(s) do you bring to the board(s), commission(s), committee(s) or task force(s) to which you are applying?

I have a masters' degree in City and Regional Planning from UNC Chapel Hill and have worked as a professional planner since 2013. In my current job, which is located in Chapel Hill I have held since July 2019, I work with local governments throughout the country to help them plan their communities and revise their development codes. In addition, my primary means of transportation is my electric bike and I perform most of my regular errands such as grocery shopping via bike. Relying on my bike for transportation gives me a good perspective into how and where Chapel Hill succeeds in making it easy to live, work, and play without relying on a car, as well as where the Town falls short. In light of the growing threat of climate change and our desire to increase the Town's commercial tax base, relieving residents of some of the Town's relatively high property tax burden, I think my perspective using very low-carbon means of transportation would be useful.

Please provide a brief summary of any other relevant qualifications (skills, abilities, interests and/or experience) you bring.

I have a law degree (I am not admitted to practice in the North Carolina), which helps me understand the legal limitations around the types of zoning regulations that the Town can implement and enforce, as well as the role of the Board of Adjustment in adjudicating appeals from decisions of the Planning Commission and the Historic District Commission, among others.

Question applies to Board of Adjustment

Do you have special interest, experience, or education/training in city planning or related fields? If yes, please explain.

Yes. As discussed above, I have a master's degree in City and Regional Planning from UNC and have worked as a professional planner for more than seven years.

Question applies to Planning Commission

Do you have special interest, experience, or education/training in city planning, design field, environment, housing, transportation or related fields? If yes, please explain.

Yes. As discussed above, I have a master's degree in City and Regional Planning from UNC and have worked as a professional planner for more than seven years. For five years I worked at GoTriangle on various regional transit-related transportation planning projects.

You may upload a supporting document (e.g., CV or resume). <strong>Please be advised that any information submitted becomes a public record and may be searchable online.</strong>

## **Demographics**

The Town Council seeks to attract persons from diverse backgrounds and believes that childcare and transportation is a potential barrier for qualified and interested applicants. See the <u>Childcare and Transportation Assistance pilot</u> for further details. In order to consider this application and provide some balance to the various boards, this personal information is required:

Geoffrey Green Page 3 of 4

Ethnicity *
✓ Caucasian/Non-Hispanic
Gender *
✓ Male
If other, please describe:
Please select your age from the following list. *
<b>☑</b> 35-54
Planner Occupation
Are you a caregiver for or identify with a disability?
⊙ Yes ⊙ No
Have you participated in the Peoples Academy?
○ Yes ⊙ No
Are you a Town of Chapel Hill employee?
○ Yes ⊙ No

# **Ethics Statement**

Applications will be kept on file from July 1st to June 30th of the same fiscal year. Please reapply each fiscal year if you are still interested in serving on an Advisory Board, Commission, Committee or Task Force and have not yet been appointed.

Geoffrey Green Page 4 of 4

## **Profile**

Question applies to multiple boards

Whenever possible, submit your application prior to the scheduled meeting of the affected advisory board so that they can consider all applications prior to making a recommendation to Council.

Submit Date: Sep 28, 2020

# **Public Records Statement**

▼ I Agree				
bosapp@gmail.com				
Email Address				
Betty First Name	O	Sapp Last Name		
riist naille	Middle Illital	Last Name		
215 Meadowmont Lane				
Street Address			Suite or Apt	
Chapel Hill			NC Otata	27517
City			State	Postal Code
Mobile:	Home:			
Primary Phone	Alternate Phone			
-	e e		n most Council advis	
Residency within the To- bodies. Memberships of of non-Town residents.	wn limits is required f some committees ar			•
Residency within the To- bodies. Memberships of of non-Town residents.	wn limits is required f some committees ar ve in? *			•
Residency within the Tobodies. Memberships of of non-Town residents.  What district do you live Chapel Hill Town limits	wn limits is required f some committees ar ve in? *	nd task forces ma		•
Residency within the Tobodies. Memberships of of non-Town residents.  What district do you live Chapel Hill Town limits	wn limits is required f some committees ar ve in? *	nd task forces ma		•
Residency within the Tobodies. Memberships of of non-Town residents.  What district do you live Chapel Hill Town limits.  Please consult the town	wn limits is required f some committees ar ve in? * s (Purple) maps HERE if you a	nd task forces ma	y be composed of uγ	•
Question applies to multiple board Residency within the Torbodies. Memberships of of non-Town residents.  What district do you live.  Chapel Hill Town limits.  Please consult the town.  If you are a Chapel Hill.  1-3 years	wn limits is required f some committees ar ve in? * s (Purple) maps HERE if you a	nd task forces ma	y be composed of uγ	•

Question applies to multiple boards

The Council encourages you to visit a meeting of the group that you are interested in serving on. Please choose no more than two groups from the list below to which you would like to apply.

Betty O Sapp Page 1 of 5

loard of Adjustment: Eligible Planning Commission: Eligible
uestion applies to Board of Adjustment
Select a Seat Category for Board of Adjustment *
<b>₹</b> Chapel Hill Town Resident
uestion applies to Planning Commission  Select a Seat Category for the Planning Commission *
Chapel Hill Resident
vuestion applies to multiple boards  Vhich Board is your First Choice? *
■ Board of Adjustment
low did you find out about this opportunity? (select all that apply)
<b>7</b> Email
you chose "Other" from the advertising opportunity listed above, please specify:
nterests & Experiences
low do you describe your previous advisory board experience?
Non-Chapel Hill Board Experience
uestion applies to multiple boards
What perspective(s) do you bring to the board(s), commission(s), committee(s) or task orce(s) to which you are applying?
served on the Board of Adjustment for the Town of Pinehurst for 10 years (2006 thru 2016. My service

Which Boards would you like to apply for?

Betty O Sapp Page 2 of 5

included training on the board's policies and procedures and training provided by NC State Policies and

Procedures.

Question applies to multiple boards

Please provide a brief summary of any other relevant qualifications (skills, abilities, interests and/or experience) you bring.

My prior time spent working with the Town of Pinehurst, NC provides extensive knowledge of the policies and procedures involved in serving as a member of the Board of Adjustment, Planning and Zoning as well as special assignments for the Town. I have served as a volunteer for the Board of Elections and worked most elections for the years I lived in Pinehurst. I am graduate of the Moore County Leadership Institute, a two year educational and training program with the objective of being a leader in the community for helping improve the quality of the lives of Moore County citizens.

Question applies to Board of Adjustment

Do you have special interest, experience, or education/training in city planning or related fields? If yes, please explain.

My special interest in serving the municipal opportunities in the area I dwell has always been a priority. My city planning experience includes the years I have served for Moore County on both the Board of Adjustment and the Planning and Zoning Committees. Attended training on the role and responsibilities of serving on a quasi-judicial board or commission.

Question applies to Planning Commission

Do you have special interest, experience, or education/training in city planning, design field, environment, housing, transportation or related fields? If yes, please explain.

My prior public service provided multiple education/training in city planning, housing, transportation and public policy. I can provide specifics on the training if required. I graduated from UNC-Chapel Hill in 2019 with a degree in Sociology as seen in the attached photo.

Question applies to multiple boards

You may upload a supporting document (e.g., CV or resume). -strongs-Please be advised that any information submitted becomes a public record and may be searchable online.-/strongs-

## **Demographics**

The Town Council seeks to attract persons from diverse backgrounds and believes that childcare and transportation is a potential barrier for qualified and interested applicants. See the <u>Childcare and Transportation Assistance pilot</u> for further details. In order to consider this application and provide some balance to the various boards, this personal information is required:

Ethnicity *		
Gender *		
✓ Female		
If other, please describe:		

Betty O Sapp Page 3 of 5

Please select your age from the following list. *
▼ over 55
Retired Occupation
Are you a caregiver for or identify with a disability?
© Yes ⊙ No
Have you participated in the Peoples Academy?
© Yes ⊙ No
Are you a Town of Chapel Hill employee?
○ Yes ⊙ No

## **Ethics Statement**

Question applies to multiple boards

#### ETHICS GUIDELINES FOR TOWN ADVISORY BOARDS AND COMMISSIONS

Members of advisory boards and commissions shall not discuss, advocate, or vote on any matter in which they have a conflict of interest or an interest which reasonably might appear to be in conflict with the concept of fairness in dealing with public business. A conflict of interest or a potential conflict occurs if a member has a separate, private, or monetary interest, either direct or indirect, in any issue or transaction under consideration. In addition, members of the Historic District Commission and Board of Adjustment, when these boards are hearing cases, serve as quasi-judicial bodies. Pursuant to State Statute 106A-388(e)(2), members of these boards "shall not participate in or vote on any quasi-judicial matter in a manner that would violate affected persons' constitutional rights to an impartial decision maker. Impermissible violations of due process include, but are not limited to, a member having a fixed opinion prior to hearing the matter that is not susceptible to change, undisclosed ex parte communications, a close familial, business, or other associational relationship with an affected person, or a financial interest in the outcome of the matter." Any member who violates these Ethics Guidelines may be subject to removal from the board or commission. If the advisory board or commission member believes he/she has a conflict of interest then that member should ask the advisory board or commission to be recused from voting. The advisory board or commission should then vote on the question on whether or not to excuse the member making the request. In cases where the individual member or the advisory board or commission establishes a conflict of interest, then the advisory board or commission member shall remove themselves from the voting area. Any advisory board or commission member may seek the counsel of the Town Attorney on questions regarding the interpretation of these ethics guidelines or other conflict of interest matters. The interpretation may include a recommendation on whether or not the advisory board or commission member should excuse himself/herself from voting. The advisory board or commission member may request the Town Attorney respond in writing.

✓ I Agree \*

Betty O Sapp Page 4 of 5

Question applies to multiple boards

Applications will be kept on file from July 1st to June 30th of the same fiscal year. Please reapply each fiscal year if you are still interested in serving on an Advisory Board, Commission, Committee or Task Force and have not yet been appointed.

Betty O Sapp Page 5 of 5

## **Profile**

Question applies to multiple boards

Whenever possible, submit your application prior to the scheduled meeting of the affected advisory board so that they can consider all applications prior to making a recommendation to Council.

Submit Date: Mar 18, 2020

# **Public Records Statement**

✓ I Agree				
thomas.wortman@gmail.co	om			
Thomas First Name	Middle Initial	Wortman  Last Name		
502 Tinkerbell Road				
Street Address			Suite or Apt	
Chapel Hill			NC	27517
City			State	Postal Code
Mobile: (651) 746-9991 Primary Phone	Home:  Alternate Phone			
Question applies to multiple boards Residency within the Tow bodies. Memberships of s of non-Town residents.  What district do you live	some committees an	•		•
Residency within the Tow bodies. Memberships of s of non-Town residents.	e in? *	•		•
Residency within the Tow bodies. Memberships of s of non-Town residents.  What district do you live	e in? *	nd task forces may		•

Question applies to multiple boards

The Council encourages you to visit a meeting of the group that you are interested in serving on. Please choose no more than three groups from the list below to which you would like to apply.

Thomas I Wortman Page 1 of 4

Which Boards would you like to apply for? Board of Adjustment: Appointed Question applies to Board of Adjustment Select a Seat Category for Board of Adjustment \* Chapel Hill Town Resident Question applies to multiple boards Which Board is your First Choice? \* None Selected How did you find out about this opportunity? (select all that apply) **▼** Email If you chose "Other" from the advertising opportunity listed above, please specify specify: **Interests & Experiences** Question applies to multiple boards How do you describe your previous advisory board experience? None Selected Question applies to multiple boards What perspective(s) do you bring to the board(s), commission(s), committee(s) or task force(s) to which you are applying? I have had an interest in urban planning for quite some time, and I served on the Planning Commission in

Harborcreek Township, Pennsylvania, for four years.

Please provide a brief summary of any other relevant qualifications (skills, abilities, interests and/or experience) you bring.

My doctorate from Penn State allows me to view issues from a critical perspective, examining all aspects of issues before making a decision or recommendation. I was a key staff member for community outreach when I worked at Penn State.

Thomas I Wortman Page 2 of 4 Question applies to Board of Adjustment

Do you have special interest, experience, or education/training in city planning or related fields? If yes, please explain.

# TIW\_Resume.pdf

You may upload a supporting document (e.g., CV or resume). <strong>Please be advised that any information submitted becomes a public record and may be searchable online.</strong>

# **Demographics**

The Town Council seeks to attract persons from diverse backgrounds and believes that childcare and transportation is a potential barrier for qualified and interested applicants. See the <u>Childcare and Transportation Assistance pilot</u> for further details. In order to consider this application and provide some balance to the various boards, this personal information is required:

Ethnicity *
Gender *
<b>▼</b> Male
If other, please describe:
Please select your age from the following list. *
<b>☑</b> 35-54
Education Consultant Occupation
Are you a caregiver for or identify with a disability?
○ Yes ○ No
Have you participated in the Peoples Academy?
○ Yes ○ No
Are you a Town of Chapel Hill employee?
○ Yes ⊙ No

**Ethics Statement** 

Thomas I Wortman Page 3 of 4

Applications will be kept on file from July 1st to June 30th of the same fiscal year. Please reapply each fiscal year if you are still interested in serving on an Advisory Board, Commission, Committee or Task Force and have not yet been appointed.

Thomas I Wortman Page 4 of 4



# STATE OF NORTH CAROLINA COUNTY OF ORANGE

# The above oaths were subscribed and sworn to before me this the 20 day of Dee , 2019. My Commission Expires 4/16/22

**OATH OF OFFICE** 

# THOMAS I. WORTMAN

**525 S. Burdick St., #3607, Kalamazoo, MI 49007** (651) 746-9991 | thomas.wortman@gmail.com

# **EDUCATION**

Ph.D. Higher Education, The Pennsylvania State University, 2002

Dissertation Topic: *Psychosocial impact from study abroad: Openness to diversity.* 

M.A. Student Affairs in Higher Education, Indiana University of Pennsylvania (IUP), 1989

**B.A. Speech Communication**; Minor in Sociology, *Edinboro University of Pennsylvania*, 1987

# **WORK EXPERIENCE**

Metropolitan State University. 2011-present

**Educational Contractor** 

Lead team to write and submit a major NSF-funded grant proposal to talent expansion in Science, Technology, Engineering, and Mathematics fields.

The Art Institutes International Minnesota, 2011 Adjunct Faculty

Taught first-year seminar and interpersonal communication courses

Minnesota State Colleges and Universities, 2006-2011 Program Director for Faculty Development Assistant Director, Center for Teaching and Learning

# **Director of Grants Programs**

- Coordinated all teaching- and learning-related grant activity for statewide faculty professional development offerings. Managed \$100,000-\$430,000 in faculty development grants and \$12 million in state legislative funds
- Developed and managed online grants proposal reporting system for use by 11,000 faculty members
- Responsible for all phases of grant management (developing, reviewing, mentoring, funding, monitoring, and managing) including reporting on final grant outcomes at college/university, Minnesota state system, and state legislative levels
- Maintained database of teaching-and-learning-related funding opportunities for faculty
- Coordinated and managed college two-year faculty credentialing program
- Maintained faculty development website

# Capella University, 2010-present

Visiting Scholar, Dissertation Committee Member

- Evaluate the dissertation proposals/prospectuses and manuscripts of doctoral students
- Ensure that the work meets rigorous academic standards for quality and to ensure that guidelines are met for ethics, honesty, academic writing, and presentation

Penn State Erie, The Behrend College
Senior Project Associate for Research, 2005-2006
Special Projects Assistant to the Chancellor, 2001-2005
AND
Penn State University Park
Doctoral Assistant, 1997-2001

# **Grants and Sponsored Programs:**

- Coordinated all grant-sponsored program activities for the college, administered \$4.3M in grants and sponsored programs, served as principal investigator for major grant-funded projects
- Grant-seeking, grant-writing, budget, assessment, and project management responsibility

**Research Protections:** Coordinated all aspects of approvals for use of human subjects in research. Educated faculty members, staff members, and students about research protections.

## **Committee Work:**

- Chancellor's Advisory Committee
- Institutional Research
- Grade Mediation and Adjudication
- Ecological Sustainability Task Force (Chair)
- Enrollment Management (Co-Chair)

- Student Discipline
- Academic Integrity
- Academic Computing
- National Survey of Student Engagement

## **Outreach:**

- Technology Council of Northwest Pennsylvania (Executive Committee Member)
- Erie Keystone Innovation Zone (Advisory Council Chair)
- Arboretum at Penn State Behrend (Founder and Executive Director)
- Harborcreek Township Planning Commission (Commissioner)

# **Curriculum and Academic Support:**

- ROTC Program (College Administrator)
- Center for Teaching and Educational Technology (Manager)
- First-Year Seminar (Coordinator)

# **Doctoral Assistant, Study Abroad Programs:**

- Penn State Coordinator for 21 study-abroad programs shared with 13 institutional partners
- Created and coordinated Peer Advising program for prospective study abroad students
- Program Evaluation for study-abroad programs and Internet-based student evaluations
- Site Visits in Venezuela and Australia for Penn State and the University of Minnesota

## **Sydney2000 Program Coordinator:**

- Planned, recruited/selected, administered budget, and provided on-site coordination centered on the 2000 Olympic Games in Sydney, Australia. 70 students enrolled
- Co-taught course in business communication and leadership

**Student Discipline Officer:** Office of Judicial Affairs, Penn State, 1997-2001

Indiana University of Pennsylvania, Office of Housing and Residence Life Duquesne University, Office of Residence Life, 1987-1997

- On-site director in housing units with up to 5,000 undergraduate students. Supervised staff, graduate assistants, and student workers
- Budget administration
- Directed international housing
- Faculty Liaison, with Eberly College of Business
- Coordinated programs for first-year students
- Counseling, crisis intervention
- Judicial Board Chair, judicial hearing officer of record

# TEACHING EXPERIENCE

- The Art Institutes International Minnesota
- Southwest Minnesota State University
- Penn State Behrend

- Penn State University Park
- Indiana University of Pennsylvania
- Duquesne University

Planned, taught, and assessed:

- Interpersonal Communication for students at The Art Institutes International Minnesota
- Interpersonal Skills in Organizations (online) for business students at Southwest Minnesota State University
- **First-Year Seminar** for students at Penn State Behrend interested in becoming teachers, and for first-quarter students at The Art Institutes Minnesota
- **International Business Communication and Leadership** for upper-division undergraduates from Penn State and other universities
- **Mega-event Management** for upper-division undergraduates from Penn State and other universities
- Interpersonal Relationships, a Counselor Education course at Indiana University of Pennsylvania
- Student Development for undergraduate students at Duquesne University

# SELECTED PUBLICATIONS

- Mansfield, P. M., Pinto, M. B., Parente, D. H., & Wortman, T. I. (Spring 2004). College students and academic performance: A case of taking control. <u>NASPA Journal 41 (3)</u>.
- Wortman, T. I. (2002). International students: toward a hierarchy of needs. PCPA Journal.
- Wortman, T. I. (2002). Psychosocial effects of studying abroad: Openness to diversity. (Doctoral dissertation, The Pennsylvania State University, 2002). <u>Dissertation Abstracts International</u>, 63/07, 2479.
- Wortman, T. I. (2001). Web-based assessment. In J. H. Schuh, M. L. Upcraft & Associates.

  Assessment practice in student affairs: An applications manual. San Francisco: Jossey-Bass.