

CONTINUING ACCREDITATION REPORT
ON
THE NORTH CAROLINA CERTIFIED PUBLIC MANAGER PROGRAM

Presented to:

The National Certified Public Manager Consortium

By the Review committee:

Rob Ziol - Chair
Sara Warren - CPM Instructor
Matthew Seed- CPM Graduate

October 11, 2023

We, the members of the committee appointed to review the North Carolina Certified Public Manger program for continuing accreditation are pleased to report we have completed our review and recommend, without qualifications, that the North Carolina CPM program be accredited for the maximum period authorized by the bylaws. Our recommendation is based on the following findings:

Findings

1. North Carolina program administrators submitted all required program documentation to each of the review committee membership;
2. After review by committee members all supplemental documentation was provided on a timely basis;
3. In the matter of general program requirements, the committee determined that:
 - A. Adequate linkages exist with institutions of higher education;
 - B. An advisory board is actively involved in dealing with appropriate program issues;
 - C. The program, while emphasizing service to state government, is actively and successfully marketing to local and federal customers;
 - D. Program requirements are clear and accessible to all applicants and candidates.
4. In the matter of program organization, we find:
 - A. Adequate financial support exists from a combination of appropriated funds and fees;
 - B. Program instruction is provided by a combination of well qualified state employees and contract instructors.
5. We find thorough documentation of administrative policies and procedures in a combination of administrative policy and formal regulations.

We further find:

- A. A formal manual tracking system is in place and steps are being taken to replace it with an automated system;

- B. Project requirements are clear and the use of projects in the curriculum is one of the strengths of the program;
 - C. Adequate security exists for student records;
 - D. Student evaluations are based on a series of formal [tests/assessments].
6. In the matter of course materials we find:
- A. Courses provided are balanced to adequately cover the required competencies;
 - B. Course syllabi that include learning objectives exist for each course;
 - C. The program, while responsive to the competencies, is well integrated;
 - D. Clear policies regarding substitutions are in place;
 - E. All requirements regarding hours of instruction are met.
7. We find projects to be one of the strong points of the North Carolina program.
8. In regard to program evaluation we find:
- A. Each course is adequately evaluated by students;
 - B. Each instructor is adequately evaluated by students;
 - C. There is strong feedback from agency managers, of high satisfaction based upon their continued use of the program and, most importantly, the utilization of CPM graduates for special assignments.
9. We examined a detailed list of candidates in the program.
10. We discussed the program's perceived strengths and weaknesses. We are impressed by the efforts to address areas needing improvement, especially:
- A. Increased participation in all levels of governments;
 - B. Identifying additional recruitment and marketing strategies;
 - C. Reviewing the program delivery models
11. The committee recommends the program review and consider examining course content in three specific areas:
- A. Change Leadership;
 - B. Systemic Integration;

C. Leading People

- All three areas pertain to the “Baby Boomer” retirements and “Great Resignation”. Look at ways to offset these loses to government agencies and engage the next generation of managers.

The program has many strong points. We were especially impressed by:

- A. Complexity of each track;
- B. Role play/ simulation activities that gave the participants to experience management scenarios, incorporate new skills and interact with cohort members.

The findings and recommendations are based on a review of all documentation by the committee and confirmed by a virtual site visit by the chair on July 12th & 13th, 2023.

Committee Recommendation:

Accredit Accredit Provisionally Not Accredit


If either accredit provisionally or not accredit, please specify reasons or reference the relevant paragraph in the report.

Recommendation endorsed by consensus of the committee and respectfully submitted by:

[Name]: Sara Warren

[Name]: Matthew Seed

And



Rob Zioli, Chair, for the Committee

Date October 11, 2023