



Cooperative Extension Service

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TO: Hector Zalaya, Chair, National CPM Consortium
FROM: Mary DeLorenzo, Accreditation Committee Chair
PURPOSE: Ohio Accreditation Review Team's Recommendation
for Awarding Initial Accreditation
DATE: May 21, 2020

Hector Zalaya
National CPM Consortium Chair
c/o P.O. Box 2133
Boise, ID 83701-2133
admin@cpmconsortium.org

Dear NCPMC Chair Zalaya,
The members of the Ohio Initial Accreditation Review Team, Brian Beamish, California Program Instructor, and Stephen Mastro, North Carolina CPM Graduate and myself, are very pleased to recommend accreditation for the Ohio Certified Public Manager program as administered through Cleveland State University Levin College. This recommendation is supported by the attached report on the team's findings.

The Ohio CPM program combines a Leadership Academy with a Public Management Academy to offer meaningful engagement for their CPM participants. The program, as structured, complies with the Consortium's requirements for accreditation.

On behalf of the Review Team, I want to express our appreciation to Rob Ziol and Alexandra Higl for preparing extensive information and documentation for the Team's review and for planning and ensuring a most productive virtual site visit. Additional thanks to all involved for helping us better understand the Ohio CPM program through Cleveland State University Levin College. We are honored to recommend the Ohio CPM Program for accreditation.

Sincerely,

Mary C. DeLorenzo, Chair
Ohio CPM Initial Accreditation Review Team

e-copy: Ohio CPM Program Director
Accreditation Review Team Members
Consortium Secretary
Consortium Administrator

Attached: Final Report-Findings and Recommendations



INITIAL ACCREDITATION REPORT
ON
THE OHIO CERTIFIED PUBLIC MANAGER PROGRAM

Presented to:

The National Certified Public Manager Consortium

By the Review committee:

Mary C. DeLorenzo, Chair
Brian Beamish, CPM Instructor
Stephen Mastro, CPM Graduate

May 2020

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

Findings

1. Ohio 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 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 Ohio 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. Ohio's Team added to their mission statement to include more of a focus on public service
 - B. Some of the record keeping is manually kept, however, it appears that the data is well protected and appropriate for the time being.
 - C. Program growth plans remain in alignment with the resources of the program. While the leadership Academy is well rooted in the Levin College, the Public Management Academy is relatively new.

The program has many strong points, such as:

- Standard 1- We particularly liked the way the questions in the application cause the individual to begin to focus on their process improvement project right from the beginning.
- Standard 2 - We loved the forms and tools provided in this area (some in particular are “Ten Skills for Agile Leadership”, “Selling and Selecting a Project,” the grading metric, a template for written work, and project peer evaluation).
- Standard 3 - We are impressed that Ohio has received a \$500,000 grant!
- Standard 5 - We loved the idea of an Annual Symposium and hope that they are able to implement this in the future.

The findings and recommendations are based on a review of all documentation by the entire committee and confirmed by a virtual site visit by the chair.

Due to the Public Health Emergency in response to the Covid-19 Global Pandemic, it was impossible to conduct an in person site visit therefore it was determined by the NCPMC Executive Committee that a virtual site visit would be acceptable.

We anticipated the virtual site visit would include interviews with stakeholders and participants, as well as a virtual visit to the facilities, record keeping, project archives, etc. The fact that the Cleveland State University was closed mid-March precluded our ability to “virtually” visit the facilities. Nonetheless, the Accreditation Review Team discussed these areas with the Ohio Team and stake holders and feel comfortable that these standards are met.

The interviews with stakeholders were conducted in early April. The conversations were great and one can really hear the enthusiasm for the program from the graduates and the support for the program from their Faculty and Advisory Board Members. We found the Ohio Team, their faculty, and participants to be incredibly supportive of this program. Every person interviewed indicated that this program is well needed and filling an educational gap and a leadership gap.

Kudos to Rob and Alexandra for creating an atmosphere for collaborative growth and learning even among seasoned public servants.

Committee Recommendation:

Accredit ☒

Accredit Provisionally ☐

Not Accredit ☐

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

- Brian Beamish, California Program Instructor
- Stephen Mastro, CPM Graduate from North Carolina Program
- Mary DeLorenzo, New Mexico Program Director



Mary C. DeLorenzo, Chair, for the Committee

May 21, 2020
Date