

APPENDIX D

**ORIGINAL GRADUATE
SURVEY**

Dear CPM Program Sponsoring Agency:

At the request of the American Academy of Certified Public Managers (AACPM), a NH CPM Project Team is conducting two surveys. The first is being given to CPM graduates and seeks to measure the benefits training brings to AACPM members, non-AACPM members and their sponsoring agencies. This survey is being given to CPM Program Sponsoring Agencies to solicit their opinion on the value of training and to tabulate benefits available to graduates. Please take the time to fill out this survey. Typically it takes 5-10 minutes to complete.

You will need the following information available in order to complete the survey.

- How many individuals have started the CPM program?
- How many individuals have completed the CPM program?
- How many individuals are currently in the CPM program?

1. Please select the state of the sponsoring agency :

2. Does your state have an AACPM chapter?

<input type="text" value="1"/>	Yes
<input type="text" value="2"/>	No

3. Who sponsors the CPM program in your state: (Check all that apply)

<input type="text" value="1"/>	A. State Department of Personnel
<input type="text" value="2"/>	B. State Department other than Personnel
<input type="text" value="3"/>	C. State College/University
<input type="text" value="4"/>	D. Private College/University
<input type="text" value="5"/>	E. Private Business
<input type="text" value="6"/>	F. Non-Profit Entity
<input type="text" value="7"/>	G. Other

4. How many years has your state offered the CPM Program?

5. How often is the CPM program offered in your state?

6. How many core and elective class hours are required for the the CPM Program in your state?

7. What is the expected length of time (months/years) for a participant to complete the CPM program?

8. Do you allow extended time for completion?

If yes, in what circumstances?

9. How many individuals have started the CPM program?

10. How many individuals have completed the CPM program?

10a. How many individuals are currently in the CPM program?

11. Who is the CPM Program geared towards? Check all that apply

- 1 A. Managers
- 2 B. Supervisors
- 3 C. Potential managers/supervisors
- 4 D. State employees
- 5 E. Town/city employees
- 6 F. County/Parish employees
- 7 G. Federal employees

12. Is participation in the CPM program:

- 1 Voluntary
- 2 Required
- 3 Other

13. Who pays for the CPM program in your state?

- 1 Individual
- 2 Employer
- 3 Combination of the above

14. Why do you think an individual participates in the CPM program? Check all that

apply

- A. Job requirement
- B. Pay raise
- C. Self satisfaction
- D. Road to promotion
- E. Belief that CPM would improve my skills

....Other:

15. Does your state require a project?

- Yes
- No

If yes

- Team
- Independent
- Combination of the above

Minimum number of hours required:

How long is allowed for completion of the project?

16. What tangible benefits do you believe the CPM graduate receives?

- A. Promotion
- B. College credit
- C. Equivalency (i.e. CPM for X number years)
- D. Cont. Ed Credit
- E. Pay raise

....F. Other:

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Rate questions # 17 to #22 .

To what degree do you believe that the CPM education improved the graduates ability in the following areas:

Your answers will be compared to the answers collected from the graduate survey.

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17. To what degree do you believe that the CPM education improved the graduates ability in Communication:

A. Oral and written

B. Negotiation/mediation

C. Communication with staff and other agencies

18. To what degree do you believe that the CPM education improved the graduates ability in Leadership:

A. Decisiveness

B. Strategic planning

C. Innovation

D. Problem solving

E. Financial management

F. Technology management

19. To what degree do you believe that the CPM education improved the graduates ability in Human Resource Management:

A. Diversity awareness

B. Interpersonal skills

C. Conflict management

D. Handling grievances

E. Team building

F. Improved employee relations

20. To what degree do you believe that the CPM education improved the graduates ability in Project Management Skills :

A. Work process: management

B. Work process: improvement

C. Work process: redesign

D. Planning/goal setting

E. Problem solving

F. Team building

21. To what degree do you believe that the CPM education improved the graduates ability in Time/Work Management skills:

A. Workload Organization

B. Meeting timeline

22. To what degree do you believe the CPM education improved the graduates in:

A. Professional image: As an individual

B. Professional image: As a manager

C. Improved organizational skills

D. Marketability

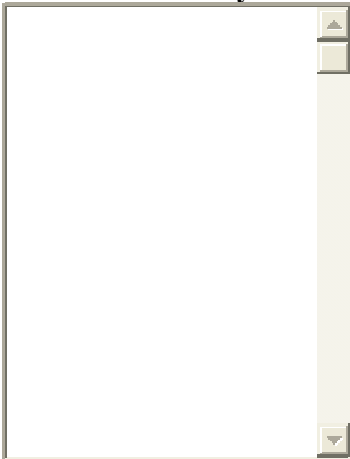
E. Networking

F. Professional development

G. Personal job expertise

H. Flexibility

Please include any other comments.



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APPENIDX E

GRADUATE SURVEY

/Certified Public Manager Survey

Developed and administered by the NH CPM Survey Project Team in response to a request from the American Academy of Certified Public Managers (AACPM).

Please answer the questions completely.

1. Gender:

- a) male
 b) female

2. Age:

3. Please select the state of your primary residence:

4. Highest educational level completed?

- High school / GED
 Associate's
 Bachelor's
 Master's
 Master's +

5. Are you a member of AACPM?

- Yes
 No

6. How long ago did you complete the CPM Program?

- Not a graduate of the CPM program
 1 year or under
 2 to 5 years
 6 to 10 years
 11 years +

7. What is your area of employment?

Select one

8. Why did you take the CPM program?

- 1 A. Job requirement
- 2 B. Pay raise
- 3 C. Self satisfaction
- 4 D. Road to promotion
- 5 E. Belief that CPM would improve my skills
- 6 F. Recommended

9. Since you completed the CPM program, has your management responsibility increased?

- 1 Yes
- 2 No

10. How much did the CPM program help you professionally or personally.

Select one

11. What tangible benefits did you receive from completing the CPM program? Select all that apply

- 1 A. Promotion
- 2 B. College credit
- 3 C. Equivalency (i.e. CPM for X number years of experience)
- 4 D. Continuing education credit
- 5 E. Pay raise
- 6 F. No Benefits

.....G. Other:

12. Please select all that apply to your project:

- 1 A. Completed for your own agency
- 2 B. Completed for another agency
- 3 C. Completely implemented
- 4 D. Partially implemented
- 5 E. Saved money
- 6 F. Earned money

- G. Improved the quality service internal
- H. Improved the quality service external
- I. Provided information for future planning
- J. Fulfilled an agency requirement
- K. Increased staff efficiency
- L. Increased staff retention
- M. Improved staff morale
- N. Other

13. As a result of your project implementation is the agency significantly better able to service the public, operate within its budget or plan for the future?

- Yes
- No
- Unknown
- Does not apply

14. As a result of the CPM education you received, please rate the improvement you gained in Communication:

A. Oral and written

B. Negotiation/mediation

C. Communication with staff and other agencies

15. As a result of the CPM education you received, please rate the improvement you gained in Leadership:

A. Decisiveness

B. Strategic planning

C. Innovation

Select one 


D. Problem solving

Select one 

E. Financial management

Select one 

F. Technology management

No improvement needed 

16. As a result of the CPM education you received, please rate the improvement you gained in Human Resource Management:

A. Diversity awareness

Select one 


B. Interpersonal skills

Select one 

C. Conflict management

Select one 

D. Handling grievances

No improvement needed 

E. Team building

Select one 

F. Improved employee relations

Select one 

17. As a result of the CPM education you received, please rate the Project Management Skills you gained:

A. Work process: management

B. Work process: improvement

C. Work process: redesign

D. Planning/goal setting

E. Problem solving

F. Team building

18. As a result of the CPM education you received, please rate the Time/Work Management skills you gained:

A. Workload Organization

B. Meeting timeline

19. Please check any of the benefits your CPM training brought to you

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | 1 | A. Professional image: As an individual |
| <input type="checkbox"/> | 2 | B. Professional image: As a manager |
| <input type="checkbox"/> | 3 | C. Improved organizational skills |
| <input type="checkbox"/> | 4 | D. Marketability |
| <input type="checkbox"/> | 5 | E. Networking skill |
| <input type="checkbox"/> | 6 | F. Professional development |

- G. Personal job expertise
- H. Increased flexibility
- I. Other
- J. No Benefits

20. Please rate the overall value that your employer received by you being allowed to pursue your CPM credentials

Please complete all questions and press the submit button
Thank you.

APPENDIX F

**SPONSORING AGENCY
SURVEY**

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15. Does your state require a project?

- 1 Yes
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If yes

- 1 Team
- 2 Independent
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Minimum number of hours required:

How long is allowed for completion of the project?

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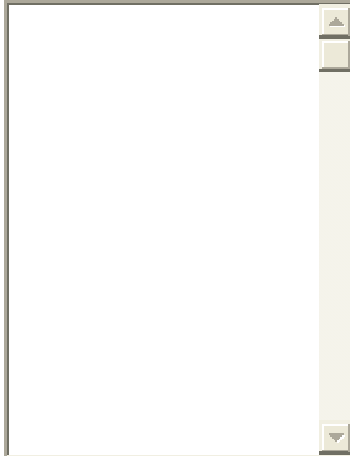
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F. Professional development

G. Personal job expertise

H. Flexibility

Please include any other comments.



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