

ALASKA

578 miles from Juneau to Anchorage
1117 miles from Juneau to Barrow
875 miles from Juneau to Dillingham
234 miles from Juneau to Ketchikan

Certified Public Manager
Annual Program Report
September 1, 1997 – December 31, 1997

Overview Preface:

The University of Alaska Southeast took the lead in implementing a CPM program for Alaska. From 1995 until 1997 the program was in active status while exact details of the program's 300-hour training requirements were worked out.

The University of Alaska submitted a letter requesting accreditation review in October of 1996. The accreditation on-site visit was conducted in April, 1997 by Don McKinnon, State of Utah Human Resource Development Manager. At the May 1997 Annual Conference at Snowbird, Utah, the Alaskan plan was conditionally approved.

The conditions to be met were:

1. Clear written learning objectives for each of the modules offered.
2. A process to standardize curriculum that is taught in three different locations by three different faculties.
3. A comprehensive written Policy and Procedures Manual be produced to clarify requirements and expectations.
4. Abolishment of the advanced entry waiver that reduces the number of hours by 75 or criteria established that guarantees participants have 75 hours additional training in management principles.

After thoughtful collaboration of the training partners and with the approval of and at the direction of the statewide advisory board, the documentation to meet the conditions was submitted. Accreditation was officially bestowed as of December 1, 1997.

This annual report covers a time frame of September through December, 1997. Future reports will cover a twelve-month period beginning January 1 through December 31.

A and B: Program Administration, Names and Titles of Program Directors

University of Alaska Southeast
Certified Public Manager Program
External Programs – Novatney Hall
11120 Glacier Highway
Juneau, AK 99801
Telephone: (907) 465-6353
Fax: (907) 465-6549
E-mail: jycpm@acad1.alaska.edu
Current Administrator:

Shirley Grubb, Assistant to the Dean of Faculty, External Programs

In a unique collaboration of the University of Alaska, the Alaska Municipal League, and the State of Alaska Professional Development Institute, the CPM program is delivered to a growing number of sites in Alaska in spite of competing programs, distant training locations, and the lack of an extensive road system.

Alaska Municipal League
CPM Program
217 Second Street, Suite 200
Juneau, AK 99801
Telephone: (907) 586-1325
Fax: (907) 463-5480
E-mail: chowt@pobox.alaska.net
Current Administrator:
Chow (Cheryl) Taylor,
Local Government Specialist

Alaska Professional Development Institute
State of Alaska
PO Box 110207
Juneau, AK 99811-0207
Telephone: (907) 465-3411
Fax: (907) 465-3415
E-mail: apdi@admin.state.ak.us
Current Administrator:
Arlene Abbott,
Manager

University of Alaska Southeast
Ketchikan Campus
Continuing Education Programs
2600 7th Avenue
Ketchikan, AK 99901
Telephone: (907) 225-6177
Fax: (907) 225-3624
E-mail: knsw@acad1.alaska.edu
Current Administrator:
Neil Whitehurst,
Continuing Education Coordinator

University of Alaska Anchorage
Community Education and
Training Programs
3211 Providence Drive
Anchorage, AK 99508
Telephone: (907) 786-6758
Fax: (907) 786-6757
E-mail: anbcr@uaa.alaska.edu
Current Administrator:
Bruce C. Rowe
Coordinator for Training

Bristol Bay Campus
University of Alaska Fairbanks
Box 1070
Dillingham, AK 99576
Telephone: (907) 842-5109
Fax: (907) 842-5692
E-mail: rnmkw@uaf.edu
Current Administrator:
Margaret Wood, Campus Director

C. Program Dates:

1. Date Program Began: January, 1995
2. Date of Accreditation: December 1, 1997

D. Program Authorization:

On September 7, 1995, Commissioner Mark Boyer, Department of Administration, issued a memorandum that endorsed the Certified Public Manager Program (CPM). He stated: "The primary goal of this administration is to provide public services in an efficient, effective, and professional manner." The CPM Program provides a partnership "between the Executive Branch and the University of Alaska" to enhance the quality of "public service." Governor Tony Knowles confirmed his support of the CPM program on December 13, 1995, when he wrote to the National CPM Consortium seek full accreditation.

E. Funding Source:

The University of Alaska Southeast instituted this program to be a combination of self-support and community service. Each University of Alaska site delivering coursework attempts to recover the cost of instruction through the fees charged participants. Courses delivered through the state's Alaska Professional Development Institute also attempts to recover instructional costs through course fees. University of Alaska Southeast Juneau campus budgets \$39,000 for the fiscal year to cover administrative and instructional expenses including the cost of the contract with the Alaska Municipal League to market CPM statewide and coordinate delivery of the courses in Juneau.

F. Program Staff Positions:

University of Alaska Southeast:	1 administrative, 1 clerical
University of Alaska Anchorage:	1 administrative, 1 clerical
University of Alaska Southeast, Ketchikan Campus:	1 administrative
Bristol Bay Campus, University of Alaska Fairbanks	1 administrative

The University of Alaska considers CPM to fall within its stated mission. However, CPM is just a part of many programs coordinated by its administrators and clerical staff. Full-time equivalency is difficult to ascertain.

Alaska Municipal League:	1 administrative, 1 clerical
--------------------------	------------------------------

AML provides the current marketing strategy for the Juneau area as well as initiating new markets in rural Alaska. The administrator, with additional AML duties, spends 50% of the time on CPM.

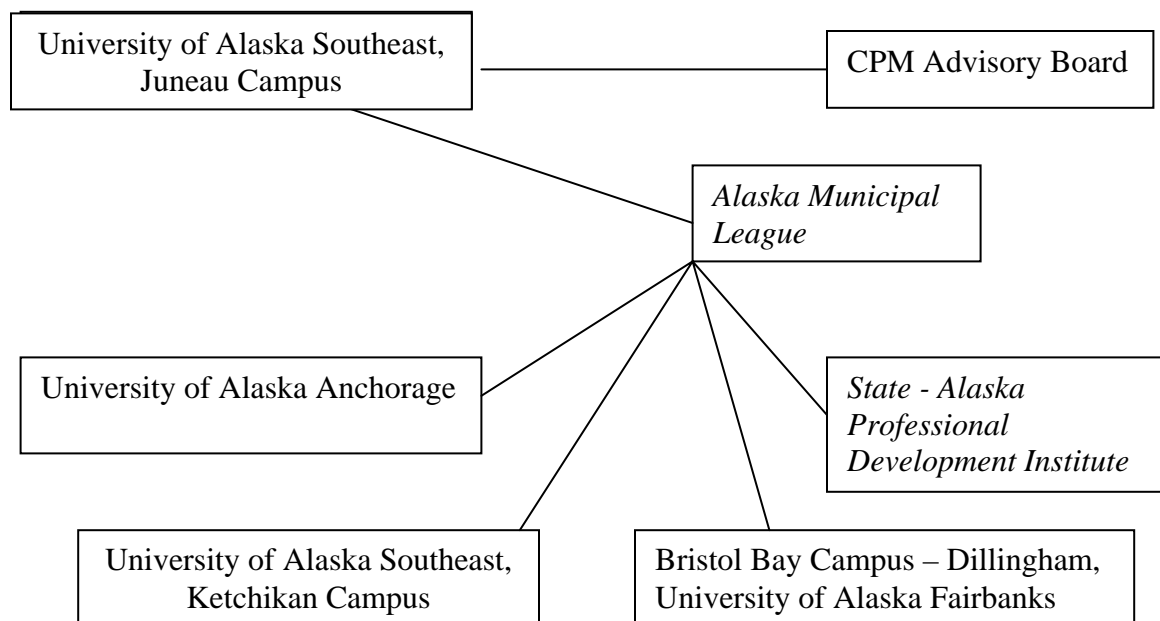
Alaska Professional Development Institute	1 administrative
---	------------------

The APDI administrator manages all training programs for the state. The supervisory level, most of which has been articulated to the CPM program, is about 75% of the training.

Instructors:	Approximately 24*
--------------	-------------------

*The University of Alaska instructors include adjunct and full-time faculty. No faculty are employed full-time solely for the CPM program. The Alaska Professional Development Institute employs instructors whose sole workload is instruction and planning.

Alaska Certified Public Manager Organizational Chart



CPM Advisory Board:

Composition: 14 statewide members composed of professionals from university, state, federal, municipal, and regional entities.

Duties: Advise on overall policies and goals, recommend curriculum, promote program, evaluate projects and presentations

University of Alaska Southeast, Juneau Campus

Statewide Duties: Coordinate the statewide program, review course content, provide general program brochures, set fee schedules and refund policies, administer records to track applicants and causal attenders, advise in AML's marketing efforts to rural Alaska.

Local Juneau Duties: Track registration and payment of fees, cover expenses of instruction, provide teaching facilities, provide copies of class materials, advise AML in local program planning and implementation.

Alaska Municipal League as contracted to UAS

Duties: Schedule and arrange quarterly advisory board meetings, research other CPM programs, design brochures, provide news releases and general marketing leadership, coordinate program delivery with APDI, prepare Juneau CPM class schedules, arrange for instructors, regularly contact participants, arrange final exam sessions, register and meet Juneau class sessions, provide and collect evaluations, prepare and distribute certificate of completion, market program to local agencies.

Alaska Professional Development Institute

Provide most Level One coursework to rural Alaska. Promote the Certified Public Manager program to state workers who have completed the state training supervisory curriculum.

University of Alaska Anchorage

Schedule classes and arrange for instructors, register students, promote formal application to the CPM program, provide program information to UAS for reporting purposes.

University of Alaska Southeast, Ketchikan Campus

Schedule classes and arrange for instructors, register students, promote formal application to the CPM program, provide program information to UAS for reporting purposes.

Bristol Bay Campus, University of Alaska Fairbanks

Schedule classes and arrange for instructors, register students, promote formal application to the CPM program, provide program information to UAS for reporting purposes.

H. Administrative Changes:

The CPM Coordinator at UAS, Ketchikan Campus left in June, 1997. Neil Whitehurst was hired in August, 1997.

I. Policy Changes During the Past Year:

Policy changes to meet accreditation:

Standardized curriculum –

- clear, concise course outlines of content to be covered for each course
- articulation of Alaska Professional Development Institute supervisory course content with CPM course outlines

Advanced entry waiver abolished as of November 14, 1997

Part II. Session/Participant Information

(Curriculum)

Level One: Certificate of Supervisory Management

- Public versus Private Sector Environments 3 hours
- Role of the Supervisor 6 hours
- Personnel and Human Resources Management for Supervisors 18 hours
- Basic Financial Accounting for Managers 6 hours
- Decision Making and Problem Solving 6 hours
- Communication Skills 18 hours
- Leadership Skills in Public Organizations 12 hours
- Effective Writing 6 hours

Or

Alaska Professional Development Institute curriculum as listed below

- Basic Supervision or Supervision Refresher 12 hours
- Performance Appraisal 6 hours
- Managing for Employee Performance 12 hours
- Choosing to Lead 6 hours
- Effective Problem Solving and Decision Making 6 hours
- Communication Skills 6 hours
- Business Writing in Plain English 6 hours
- Recognizing and Eliminating Sexual Harassment 6 hours
- Persuasive Presentations 12 hours

Plus these CPM classes, Public versus Private Sector Environments and Basic Financial Accounting for Managers

Level Two:

- Fundamentals of Research 3 hours
- Strategic Planning 6 hours
- Personnel Management for Managers 12 hours
- Budget and Financial Management 12 hours
- Productivity Measurement and Evaluation Research 12 hours
- Communication Skills 24 hours
- Legal Issues in Public Management 12 hours
- Legislative Process and Public Participation 3 hours
- Problem Analysis Problem Solving 12 hours
- Strategies for Supervising Supervisors 6 hours
- Marketing Public and Nonprofit Services 12 hours
- Ethics in the Public and Nonprofit Sectors 6 hours

Level Three:

- Leadership 9 hours
- Teambuilding and Work Force Diversity 6 hours
- Management Theory 6 hours
- Organizational Cultures 6 hours
- Organizations as Systems 6 hours
- Information Systems 6 hours
- Program Implementation 6 hours

- Customer Service 6 hours
- Managing Organization Change 6 hours
- Media Communication 6 hours
- Ethics, Values and Managerial Responsibility 6 hours
- Practicum for Project Directed

Sessions offered (Sept 1 – Dec 31, 1997) and number of participants

Location: University of Alaska Anchorage, Anchorage, Alaska

Course:	Number of Participants
Effective Writing – Level One	11
Strategies for Supervising Supervisors – Level Two	4
Decision Making and Problem Solving – Level Two	65

- no Level One completers
- no CPM graduates

Location: Bristol Bay Campus, University of Alaska Fairbanks, Dillingham, Alaska

No fall classes. Administrator facilitated and marketed the state’s APDI supervisory courses that articulate to Level One, CPM. Approximately 25 participants have indicated a desire to enroll in the CPM program and continue to Level Two.

Location: University of Alaska Southeast, Juneau Campus, Juneau, Alaska

Course:	Number of Participants
Role of the Supervisor – Level One	5
Personnel and Human Resources Management for The supervisor - Level One	8
Basic Financial Accounting for Managers – Level One	7
Effective Writing – Level One	8
Legislative Process and Public Participation – Level Two	2
Strategic Planning – Level Two	18
Legal Issues in Public Management – Level Two	3
Budget and Financial Management – Level Two	3

- no Level One completers
- no Level Two completers
- 3 CPM graduates

Location: University of Alaska Southeast, Ketchikan Campus, Ketchikan, Alaska

No fall classes. Previous cohort of Level One Supervisory Management were awarded certificates in Spring of 1997.

III. Demographics

A. Participant Numbers

Total number of participants through August, 1997 169
Total number of new participants September – December 103
*numbers are only University of Alaska unduplicated headcount
Total number of course registrants September – December 169
*numbers are only University of Alaska class list headcount

B. CPM Graduates

Brent Fischer, City and Borough of Juneau
Sandra Gast, Bartlett Regional Hospital
Sharon Olsen, Central Council of Tlingit and Haida

C. Participant Source

75 % from municipal, state, and federal workplaces
25 % from native corporations, nonprofit organizations, or other agencies

Future Goals

1. Expand delivery to include the Northstar Borough, Barrow, Alaska

The state of Alaska has provided training to the Barrow for some years. The training has been the state's standard supervisory training, articulating to the Level One CPM curriculum. The CPM Advisory Board has given approval to begin discussions with the Northstar Borough to assess the need for training and to move forward if and when the borough agrees. Due to the distance involved and travel expense, instructors flying to Barrow would teach several CPM courses on each trip. The Northstar Borough would need to guarantee a minimum attendance for each class.

2. Develop Level Two and Level Three courses for delivery by distance methods

To provide course instruction for Level Two and Three across Alaska and maintain quality control, we've applied for distance delivery funding. Methods considered are independent study, video based instruction with computer conferencing, satellite broadcast to selected sites, and CD-ROM.