

NEW MEXICO EDGE REACCREDITATION

NATIONAL CERTIFIED PUBLIC MANAGER® CONSORTIUM

2023



Better Government
Through Education

WWW.NMEDGE.NMSU.EDU

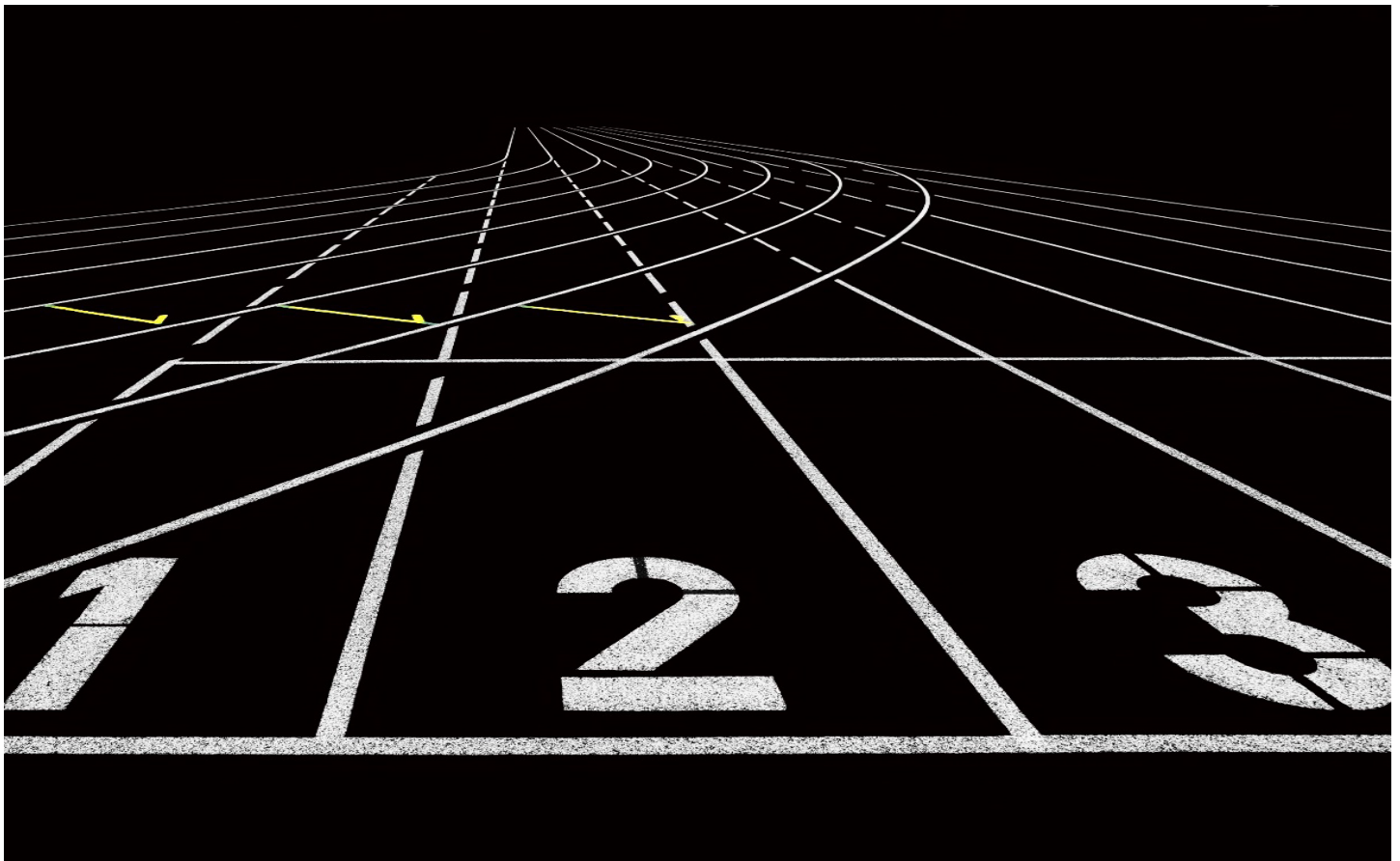


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PROGRAM OVERVIEW



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Summary

New Mexico EDGE is an umbrella organization operated through New Mexico State University Cooperative Extension under which the County College program (founded with New Mexico Counties), the New Mexico Certified Public Manager® program, and other continuing education certification programs are administered. The purpose of NM EDGE is to expand training programs beyond county government into additional areas of the public sector such as municipalities, state agencies, and other public-oriented organizations that have a need for specialized training. Curriculum committees are established to help NM EDGE identify educational gaps and propose classes to fill those gaps.

As administrator of the NM CPM program, it is an on-going goal of NM EDGE to work collaboratively with its strategic partners to foster professional development in New Mexico's public servants at every level of government. This is accomplished by providing high quality, locally appropriate, educational programs that are academically sound, meaningful in application, cost-effective, and accessible.

Each class is designed to meet educational needs, and to fill any existing educational gaps, by teaching to the competencies of the CPM program while imparting knowledge and applicable skills particular to the public sector challenges in New Mexico.

History

With the mission of encouraging **Better Government through Education**, County College began in 2002 as a dream of the late Sam Montoya, the former executive director of New Mexico Counties, who asked NMSU's College of Agricultural, Consumer and Environmental Sciences' Cooperative Extension Service to partner in the development of an educational program for New Mexico's county officials and employees.

In 2008, the NMSU Department of Government became a regular partner in County College and offered to develop the nationally recognized Certified Public Manager® (CPM) program in conjunction with Cooperative Extension Service's County College. With assistance from the director of the master's in public administration (MPA) program at NMSU, a new core curriculum committee was developed and began work on the foundation of the NM CPM curriculum.

With the help and support of Dr. Jon Boren, Associate Dean and Director of NMSU's Cooperative Extension Service, and Joy Esparsen, New Mexico Counties (NMC) Executive Director, the program continues to grow and evolve. Through NM EDGE, opportunities continue to emerge to help New Mexico public sector entities create a better educated workforce.

New Mexico EDGE's Three-tiered Approach to CPM®

NM EDGE (Education Designed to Generate Excellence) offers public employees the opportunity to earn the nationally accredited Certified Public Manager® certification in three phases.

Certified Public Official (CPO – Level I): This designation is designed to give the student a fundamental skill set with an emphasis on the basics of government. Individuals earning the CPO designation will gain a *basic understanding of government, ethics, general HR law, public finance, effective communication, basics of productive meetings, and how to use technology to improve one's efficiency.*

Cost of registration, 21 three-hour classes, and the Culminating Experience: \$1,100.00

Certified Public Supervisor (CPS – Level II): This designation *builds on the basic skills taught in the CPO program with a greater emphasis on skills needed at the supervisory level.* In addition to more classes in the human resource arena, this level introduces the student to leadership concepts and application. Students who have completed all classes required to earn the CPS designation will then participate in a six-hour assessment involving small group work on a project that demonstrates the knowledge gained through this program.

*Cost: \$800 - \$1,300 depending upon CPO electives**

Prerequisite: CPO Certification

Certified Public Manager® (CPM – Level III): This designation builds on the skills and information gained through CPO and CPS with an emphasis on *a more advanced skill set and a broader understanding of the role of a public servant.* At the completion of the classes required for the CPM designation, each student will undergo a two-day comprehensive assessment of knowledge for each of the seven educational tracks and complete a 100-hour Capstone Project.

Cost: \$1,300 - \$1,500 depending upon CPS electives

Prerequisites: CPO and CPS Certifications

<https://nmedge.nmsu.edu/programs/cpm.html>

Supporting Document #1: Certified Public Manager Flyer

Supporting Document #2: Certified Public Manager Brochure

Additional Certifications

In addition to the Certified Public Manager® program, NM EDGE also offers the following certifications with all required and elective classes developed using CPM curriculum competencies:

COUNTY COLLEGE CERTIFICATIONS

These original NM EDGE County College certifications remain a strong presence within the NM EDGE program.

- NM Certified County Clerk
- NM Certified County Commissioner
- NM Certified Public Assessment Officer
- NM Certified Treasury Official

PUBLIC SECTOR SPECIALIZATION CERTIFICATIONS

In addition to our CPM and County College certifications, NM EDGE also offers a wide range of specialized public sector certifications.

- NM Certified Extension Professional
- NM Certified DWI Coordinator
- NM Certified GIS Specialist
- NM Certified IT Professional
- NM Certified Jail Specialist
- NM Certified Public Finance Professional
- NM Certified Public Purchasing Professional
- NM Certified Professional Risk Manager
- NM Certified Tax Policy Professional

<https://nmedge.nmsu.edu/programs/certification.html>

ETHICS

Finally, The NM CAPE (**C**ertified **A**dvocated in **P**ublic **E**thics) certification is designed to provide New Mexico public officials with a comprehensive course of study in public service ethics including how ethics relate to New Mexico law, decision-making, public-private partnerships, stewardship, conflict of interest, appearances versus reality and much more.

New Mexico Public Regulatory Commissioners are required by State statute to complete the CAPE certification within one year of being appointed to the position.

<https://nmedge.nmsu.edu/programs/cape.html>

Supporting Document #3: CAPE Brochure

STANDARD 1: MISSION AND PUBLIC SERVICE



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1.1 MISSION STATEMENT

The purpose of NM EDGE is to provide a comprehensive course of study to administrators, managers, elected officials, and staff in local, state, tribal, and national government. Through this program, participants can acquire and apply best practices, theories, and strategies based on the highest professional standards.

NM EDGE's mission of **Better Government through Education** aligns with the mission of NMSU's College of Agricultural, Consumer and Environmental Sciences (ACES) which is to serve as an engine for economic and community development in New Mexico while improving the lives of New Mexicans through research, teaching, and extension.

NM EDGE's mission statement can be found throughout the program's informational and promotional material.

- [NM EDGE Website Homepage](#)
- [NM EDGE Student Registration and Transcript Site](#)
- Supporting Document #1: Certified Public Manager Flyer
- Supporting Document #2: Certified Public Manager Brochure
- [NM EDGE Certified Public Manager Brochure](#)
- Instructional material email sent to students before the start of each class

Good afternoon!

Attached are the class materials for [NM EDGE CPM 139: Creating an Ethical Culture](#)

Your instructor today is [Donna Smith](#)

Your NM EDGE Team Member is: Christy Green 913-488-7012 or 505-224-4058.

Thank you for your continued support of the NM EDGE and our mutual goal of Better Government through Education!

Program Values

NM EDGE's program values mirror those of the New Mexico State University community.

Leadership: Promoting and creating the ability for New Mexico public servants to shape the future

Excellence: Providing the highest level of education, outreach, and service

Access: Welcoming diverse populations to the NM EDGE community

Diversity & Inclusion: Embracing our differences as an asset and actively seeking to include wide-ranging perspectives

Student-Centered: Supporting the education of our students through every aspect of our program, every day

The NM CPM program is open to all public servants in New Mexico regardless of race, ethnicity, creed, color, gender, sexual orientation, political affiliation, elected, non-elected, or appointed. NM EDGE is devoted to assisting students to achieve success whenever possible, without losing program rigor.

Program Goals

The program goals and objectives of NM EDGE align with New Mexico State University's [LEADS 2025 Strategic Plan](#) and include the following:

Goal One: Enhance Student Success and Mobility

Student success across NM EDGE is driven by a commitment to learning, certification completion, and career enrichment. Our students are served by our culture of inclusivity and through educational delivery that meets student needs (including online and in-person learning). Recognizing the diverse backgrounds of students across the program, NM EDGE provides a supportive environment for all to become a part of, and contribute to, the public service community and the State of New Mexico.

Objectives

1.1 Diversify, optimize, and increase program-wide enrollment by differentiating and targeting recruitment, marketing and pricing strategies

1.2 Optimize academic program offerings, focusing on demand, quality and outcomes

1.3 Increase student learning, retention, and certification attainment

1.4 Through engagement in high impact practices, enhance professional development leading to improved career outcomes

2023 Program Specific Measurements and Outcomes

1. NM EDGE will increase County College certificate earners by 20% in calendar year 2023 over calendar year 2022.
2. NM EDGE will increase CPO/CPS certificate earners by 20% in calendar year 2023 over calendar year 2022.
3. NM EDGE will increase CAPE certificate earners by 10% in calendar year 2023 over calendar year 2022.
4. NM EDGE will increase specialization certificate earners by 5% in calendar year 2023 over calendar year 2022.

Goal Two: Amplify Extension and Outreach

NM EDGE outreach drives integration of activities and supports student learning, experiences, and success. Our outreach activities include connections with communities and government entities.

Objectives

- 2.1 Be a leader in place-based innovation and in economic and community development
- 2.2 Develop and implement innovative and culturally responsive outreach, professional development, and certification programs that support career mobility
- 2.3 Amplify Cooperative Extension and outreach programs and services to increase support for public and government institutions

2023 Program Specific Measurements and Outcomes

1. NM EDGE will increase FY23 revenue by 10% over FY 22
2. NM EDGE will increase enrollment of Native American students by 5% in calendar year 2023 over calendar year 2022
3. NM EDGE will increase enrollment of state employees in calendar year 2023 over calendar year 2022


**BE BOLD. Shape the Future.**
New Mexico State University

Quick Links ▾

Type a Keyword 


Enhance Student Success and
Social Mobility
Goal 1


Elevate Research and
Creativity
Goal 2


Amplify Extension and
Outreach
Goal 3


Build a Robust University
System
Goal 4

NM EDGE MISSION STATEMENT IN ACTION



Setting Priorities

From its inception, the mission and priority of NM EDGE has been very clear: educational opportunities developed by New Mexican public officials (current and former) for New Mexican public officials. The original County College certifications developed during the formation of NM EDGE, the establishment of our Certified Public Manager® program in 2008, and the specialized certifications we continue to develop all focus on the mission of **Better Government through Education**. This mission is the foundation for the very existence of our program and is what drives all strategic planning and decision making.



Developing Programs and Curricula

When NM EDGE is approached by an entity, organization, or coalition of public servants and asked to develop a new certification or update the content of an existing one, there are fundamental questions NM EDGE asks which help determine whether the request aligns with our mission.

- Is there a need among public servants in New Mexico for the program or curricula?
- Who would it serve?
- What skills are needed?
- What training is already available (either through NM EDGE or some other source)?
- Is there an educational gap NM EDGE can fill?

The process of asking and answering these questions assists NM EDGE when considering whether a request aligns with our mission.



Establishing Learning Outcomes

Each of the more than 200 classes developed by NM EDGE (including our CPM core curriculum) begins with the NM EDGE mission in mind. When it is determined that a new class or new certification program is needed and aligns with the NM EDGE mission, a curriculum committee is immediately established. This committee is comprised of subject matter experts, practitioners, and currently serving public employees and officials.

The establishment of learning objectives and outcomes is one of the first tasks completed by the curriculum committee. Every class offered by NM EDGE includes core learning objectives with the day-to-day roles and duties of New Mexico public employees in mind. Pre and post-tests are administered in each class to monitor learning outcomes and content proficiency.

Allocating Resources

When NM EDGE makes the decision to create new classes or certifications, the gateway questions asked when establishing whether the request aligns with the mission and priorities of NM EDGE also serve to help when allocating resources. If similar training or educational opportunities already exist either outside of NM EDGE or within already established NM EDGE curricula, those resources are utilized to reduce overlap. By focusing on the mission of NM EDGE, we can better utilize existing resources more efficiently and effectively as well as allocate NM EDGE resources to projects that align with that mission. In following this model of resource allocation, NM EDGE's five-member team and 62 instructors deliver close to 400 classes and serve over 1,200 public employees each year.



1.2 PERFORMANCE EXPECTATIONS

NM EDGE provides informational flyers and certification checklists outlining the requirements for successful completion of our Certified Public Official, Certified Public Supervisor, and Certified Public Manager® certifications.

These materials, which are made readily available on our website, during in-person Honing events, promotional events, New Mexico Counties Affiliate meetings, private invitation meetings, and by request, outline the number of three-hour classes and corresponding Culminating Experience, assessment, and/or Capstone project that must be completed to earn each certification.

NM EDGE is subject to the accreditation standards of the National Certified Public Manager® Consortium. Therefore, it is important that NM EDGE assures its classes are quality learning experiences that warrant the awarding of credits toward certification.

EXPECTATIONS OF STUDENTS

Students play a critical role in NM EDGE's mission of **Better Government through Education** and with that comes the expectation that students join class prepared to contribute their knowledge and experience, to listen carefully to others, to respectfully challenge opinions they disagree with, and to help others achieve greater understanding.

Successful completion of each class within the certification consists of full attendance in the three-hour class and mastery of the learning objectives by way of achieving the required minimum post-test score.

Certificates of completion are distributed to students who have successfully met the requirements of the class, which include fully participating in class activities and passing the post-test with a score of 6 or higher. Certificates for in-person classes are awarded on-site to the individual directly and must be in the individual's name. Certificates for live online classes are emailed directly to the student in a locked pdf format.

NM EDGE provides quarterly audit windows where students can request a formal audit of their transcript to determine if they have completed all the required courses. Students can also access an informal audit tool through the NM EDGE registration and record site to track their progress toward certification completion.

Once it is determined (through the formal audit process) that a student has completed all required classes, the following occurs based on which certification the student is working toward:

Certified Public Official (CPO)

After students successfully complete the Certified Public Official required classes, they are paired with a Culminating Experience advisor who outlines the requirements and sets the expectations for successful completion of the Culminating Experience, serves as a success coach/project navigator throughout the process, provides feedback, and grades the final project.

Certified Public Supervisor (CPS)

After students successfully complete the Certified Public Supervisor required classes, they participate in a six-hour assessment to demonstrate the knowledge they have gained through taking the classes. A summary of the learning objectives and competencies is provided to each CPS candidate in advance of the assessment. The candidate's work is graded by a three-member review committee on a 10-point scale in each of three areas: Content (3 pts), Communication (3 pts), and Application (4 pts).

Certified Public Manager® (CPM)

After students successfully complete the Certified Public Manager® required classes, they participate in a comprehensive two-day assessment of the seven educational tracks to demonstrate the knowledge they have gained. This assessment builds on the individual student's CPS assessment experience and enhances their professionalism through a demonstration of understanding and use of complex attributes and key competencies in each track. At the end of the assessment, students are introduced to the CPM Capstone Project. They are then assigned CPM Capstone Advisors and begin working on the 100-hour project.

NM CPM candidates must pick a project that is relevant to their work and to their organization. Specific guidelines are distributed to candidates along with timelines for completing all required steps.

For more information regarding the specific requirements of the CPO, CPS, and CPM certifications, please refer to the information located in [Section 2.2](#)

1.3 PROGRAM EVALUATION

NM EDGE looks at every aspect of the program through the lens of continuous improvement. Whether adaptive (small, incremental changes adapted over time) or transformational (major shifts in strategy, structure, and processes) the program strives to keep any cycle of improvement simple, strategic, and operational.

Simple – In most cases, small steps done every day can add up to having a large impact on the program.

Strategic – How do the improvements fit into NM EDGE's mission, goals, and objectives?

Operational – How do we implement the changes? Who is responsible? What are the timelines? How is the success of the change measured?

Within this framework, the following steps are taken:

- Assess the current state (SWOT or some other type of analysis)
- Identify the desired outcome(s) – what is the gap between the current state and the desired outcome?

- Chart the improvement – has the desired outcome been achieved? How has it been measured?
- Make adjustments as needed

The following are examples of continuous improvement in action whether it be adaptive or transformational.

After Class Feedback

After each class, students are asked to complete an evaluation. Students are also asked to provide feedback on their assessment and project experiences. The results of these feedback mechanisms are shared with instructors, our NM EDGE Program Coordinator who works with instructors, and the NM EDGE Program Director. When it is determined that action needs to be taken based on feedback that has been given, all three of the stakeholders previously mentioned work to address the issue. At the same time, if there is something identified as working well, it is incorporated into our best practices document shared during annual Instructor Huddles.

Instructors are encouraged to communicate with NM EDGE following their class regarding their experience and to make recommendations for improvement, when appropriate, in the following areas:

- Logistics of preparing and presenting class either online or in-person, invoicing and payment, etc.
- Class content and materials, prioritizing within time restrictions, in-class exercises, etc.
- Student feedback about the program or the class

Beginning in December of 2022, NM EDGE started the process of taking a close look at the evaluation questions being asked to see if they were truly capturing information beneficial to instructors and the NM EDGE program. During this time, NM EDGE team members, instructors, and students were given the opportunity to provide input.

Through this process, NM EDGE was able to create a new evaluation that more clearly gathers important and useful information while cutting the number of evaluation questions in half. It is the program's hope that this more focused and shorter evaluation form will encourage a higher rate of completion and give instructors and the NM EDGE program valuable feedback as we continually adapt and update our classroom experience.

- **Supporting Document #4:** Class Evaluation Questions
- **Supporting Document #5:** Sample Evaluation Results

Event Debriefs

Following the conclusion of every event NM EDGE hosts, the team meets to conduct a debrief and discuss any issues identified, decisions made based on identified issues, and follow-up actions that should be taken. Follow-up action items are assigned to a specific team member along with a target date for completion.

- **Supporting Document #6:** January Honing Debrief and Follow Up

Team Huddles

Every two weeks, the NM EDGE team meets to discuss event wrap-up and follow-up, upcoming key events and deadlines, and review all that is happening within the program. The team huddles provide a way to set aside a specific time to address issues, ensure event preparation and delivery is on target, and to allow time for discussion of what is working well within the program and what needs to be improved upon. If issues are identified, they can be addressed in the moment, be assigned to one or more team members, or set aside for a separate more in-depth session to focus on a resolution. These meetings also allow the NM EDGE team to be proactive in anticipating any upcoming issues that may arise and work toward a resolution before reactive measures are needed.

- **Supporting Document #7:** Team Huddle Agenda

Team Communication via Slack

The NM EDGE team remains in constant communication via Slack. Whether the team is working remotely or in the office, Slack is our primary form of communication. The use of Slack enables the team to share issues (or accolades) provided by our students and stakeholders, discuss resolutions in real time, and make on the spot decisions when needed. Adaptive program changes are frequently made based on feedback and communication through Slack.

Focus Group Feedback

NM EDGE works to meet with stakeholders, constituents, and students whenever the chance arises. One of the program's most beneficial ways of receiving valuable comments, questions, and immediate feedback is through County Affiliate Meetings. Two times per year, County Affiliates meet as a group and NM EDGE is often included as part of the agenda. During the [New Mexico Counties](#) Legislative and Annual Conferences, NM EDGE meets with affiliate groups throughout the state to provide program updates, follow-up on past issues identified or actions taken, and to discuss what NM EDGE programs and processes are working well for them and what can be improved. Affiliates are comprised of a diverse group of public officials (risk managers, DWI coordinators, elected officials, IT professionals, finance and purchasing professionals, etc.) whose varied experiences provide a variety of perspectives and ideas for overall program improvement.

NM EDGE Promotional Events and Presentations

Whether it is a booth set up a conference, statewide gatherings, or through a request for one-on-one meetings, promotional events and presentations are a wonderful way for NM EDGE to gather feedback. Many students who are either reluctant to speak up during classes or meetings or have a very specific program question will approach our promotional booth with ideas, suggestions, or feedback on changes they would like to see or have noticed and appreciate.

Based on feedback primarily provided during these promotional events, NM EDGE created its Class List by Honing Event which reshaped how students planned for taking classes and working toward certifications.

- **Supporting Document #8:** Class List by Honing Event

Advisory Board

It is the on-going charge of the NM CPM Advisory Board to offer guidance and support to NM EDGE related to the advancement of the educational and financial goals of the program. Therefore, the NM CPM Advisory Board is largely composed of representatives from NM EDGE strategic partner organizations. These organizations have been identified as strategic partners because they represent public sector employees which could be served by the programs of NM EDGE.

Our CPM Advisory Board meets once per year and are then provided quarterly status updates based on the conversations held during the annual meeting. Questions asked of the Advisory Board members include:

- A. Are we meeting the needs/expectations of your constituencies?
- B. What can we do better?
- C. Where would you like to see growth and development?
- D. How can we work together to get there?
- E. How can Board Members assist with growth and development?
- F. What are the program's challenges and opportunities?

NM EDGE believes these last three questions are especially important. NM EDGE views its relationship with the Advisory Board as symbiotic. The program not only asks the Board for guidance but also with assistance. As subject matter experts, daily practitioners, and decision and policy makers in a wide variety of fields, NM EDGE looks to Board members to assist with program promotion and support. NM EDGE's Advisory Board is a partner in program success, and ideas for program development and promotion have arisen from these meetings. In 2022, the Board suggested the creation of a flyer they could distribute to State Cabinet Deputies and Assistant Deputies. While NM EDGE has long had a CPM® informational brochure, the flyer was developed specifically with decision makers in mind and containing information of interest to them.

- Supporting Document #1: Certified Public Manager Flyer
- Supporting Document #9: NM CPM Advisory Board Constitution
- Supporting Document #10: NM CPM Advisory Board Bylaws
- Supporting Document #11: NM CPM 2022 Advisory Board Meeting Consolidated Handout
- Supporting Document #12: NM CPM 2022 Advisory Board Meeting Summary
- Supporting Document #13: 2022 Annual Report to NCPMC
- Supporting Document #14: NM CPM Advisory Board 2023 First Quarter Report

STANDARD 2: CORE COMPETENCIES



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2.0 CORE COMPETENCIES

Curriculum Guidance

The on-going objective of the NM EDGE CPM Curriculum Advisory Committee is to come together as a highly functioning group of experts and professionals working to create a template of exceptional education for NM public servants and their staff through the collaborative efforts of NM CPM, its strategic partners, and the NM community.

Meaningful education requires leveraging collaborative input to create a program, along with periodic review and on-going refinement of the curricula. NM EDGE employs several processes to assure the on-going relevance of the Certified Public Manager® program.

A Core Curriculum Committee oversees the classes involved in the NM CPM curricula, including NM Certified Public Official, NM Certified Public Supervisor, and NM Certified Public Manager®.

NM EDGE serves as the administrative arm of CPM Curriculum Advisory Committee and facilitates each meeting's discussion using a process that has proven to be successful in guiding the work of each curriculum advisory committee.

NM EDGE CPM core and elective classes are grouped into seven educational tracks and Certified Public Manager® candidates are required to take classes within each track.

Track I: Knowing Your Government

Track II: Management and Leadership

Track III: Human Resources

Track IV: Budgeting

Track V: Communication

Track VI: Information Technology

Track VII: Conducting Research

Breakdown of NM EDGE Certified Public Manager® 340 Structured Learning Hours

The **NM Certified Public Official** program requires 18 classes which are chosen from a selected list of NM CPM-approved courses. The certification also requires a mini-essay demonstrating the application of the competencies learned through participating in the classes.

54 Hours



The **NM Certified Public Supervisor** program requires completion of 24 classes selected from an approved list. This certification also requires completion of a six-hour culminating assessment where the student demonstrates the application of competencies learned through participating in the NM CPM classes.

78 Hours



The **NM Certified Public Manager®** program requires 30 NM CPM-approved classes, 18 hours of assessments, plus a supervised 100-hour capstone project.

208 Hours



2.1 COMPETENCIES ADDRESSED IN CURRICULUM

Each NM EDGE CPM core or elective class has been developed by a curriculum committee using the seven leadership competencies of the NCPMC. The following documents outline NM EDGE core and elective classes and how each address one or more NCPM leadership competencies.

[NM CPM Core Class Competencies Spreadsheet](#)

- **Supporting Document #15:** NM CPM Core Competencies Spreadsheet (PDF Version)
- **Supporting Document #16:** NM EDGE Level 1&2 CPO CPS Certified Public Manager® Program class objectives with competencies
- **Supporting Document #17:** NM EDGE Level 3 CPM Certified Public Manager® Program class objectives with competencies

CPO – Curriculum Examples

- **Supporting Document #18:** Sample CPO Curriculum

CPS – Curriculum Examples

- **Supporting Document #19:** Sample CPS Curriculum

CPM – Curriculum Examples

- **Supporting Document #20:** Sample CPM Curriculum

2.2 EXAMINATIONS AND PROJECTS

NM EDGE Class Pre and Post Test

A pre and posttest are administered before and after each individual CPM class. For in-person classes, NM EDGE utilizes a 10-question paper-based test. Online pre and post tests are administered via [ClassMarker](#). ClassMarker randomly selects 10 questions from a 25 question testbank. Students must successfully complete the posttest to receive credit for the class.

- **Supporting Document #21:** CPM 113 Testbank
- **Supporting Document #22:** CPM 121 Testbank

NM EDGE Class Activities

Many CPM classes have interactive exercises and include breakout sessions, worksheets, and Zoom polls. Full participation in the breakout sessions and workgroups is a requirement for successful completion of the class.

- **Supporting Document #23:** Group Exercise Examples

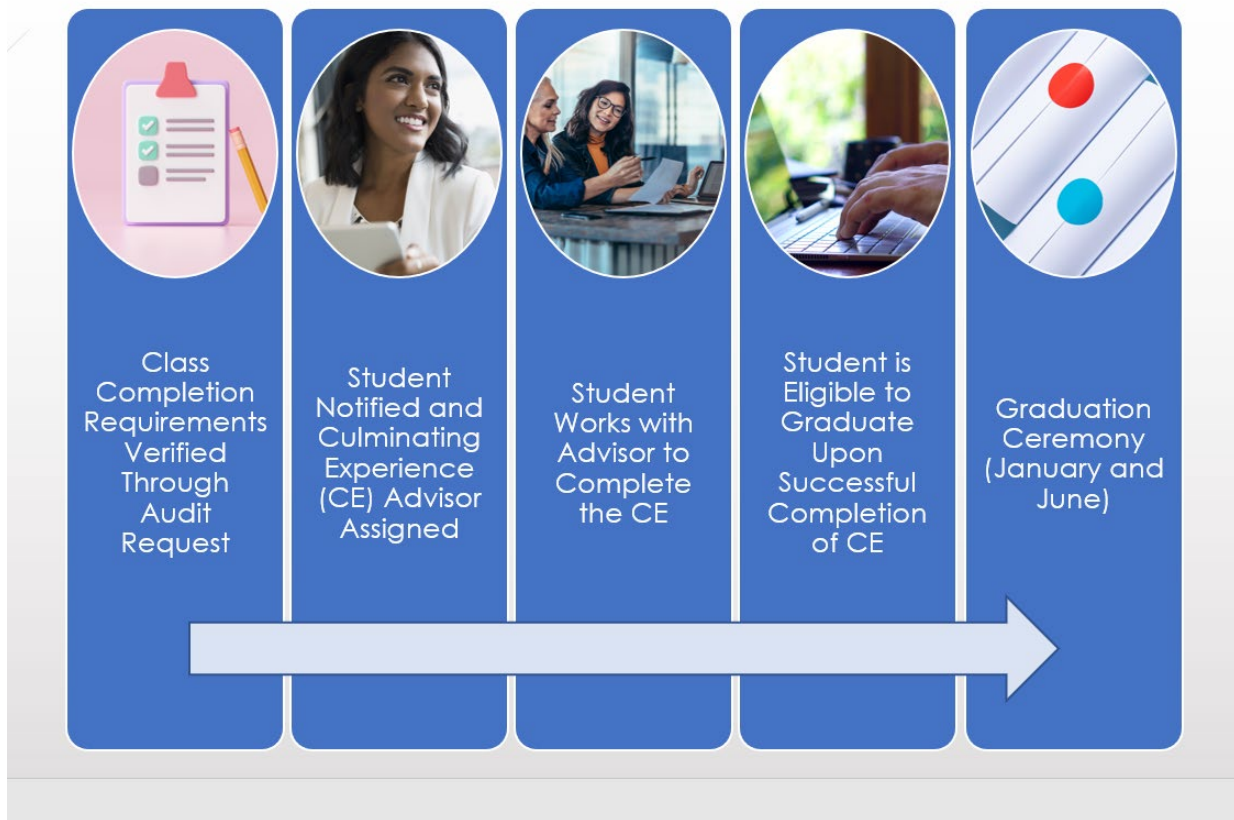
CPO/CPS/CPM Assessment Components and Process

Once a student has successfully completed all required classes for the CPO, CPS, or CPM certification, they submit an audit request through the NM EDGE registration and transcript portal. NM EDGE will then verify successful completion of all class requirements and proceed with the Culminating Experience, assessments, and/or the Capstone Project.

Certified Public Official (CPO)

After successful completion of all required and elective classes has been verified through the audit process, CPO candidates are assigned an advisor who works with them throughout the Culminating Experience. For CPO candidates, the Culminating Experience is a mini essay.

CPO Culminating Experience

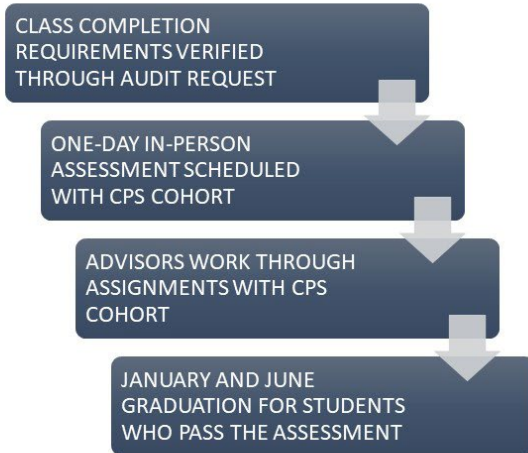


- **Supporting Document #24:** CPO Mini Essay Guidelines
- **Supporting Document #25:** CPO Mini Essay Grading Rubric
- **Supporting Document #26:** CPO Mini Essay Examples

Certified Public Supervisor (CPS)

After successful completion of all required and elective classes has been verified through the audit process, all CPS candidates are contacted, and the one-day in-person CPS Assessment is scheduled. During the in-person assessment, the CPS candidates work as both a group and individually to complete the assessment tasks which are graded in real-time by the NM EDGE Program Manager and the CPS Advisors.

CPS One Day Assessment



Supporting Document #27: CPS Assessment Agenda

Supporting Document #28: CPS Assessment Exercises

Supporting Document #29: CPS Assessment Examples of Student Submissions by Track

Supporting Document #30: CPS Assessment Reviewer Guidelines

Supporting Document #31: CPS Assessment Grading Rubric

Certified Public Manager (CPM)

After successful completion of all required and elective classes has been verified through the audit process, all CPM candidates are contacted, and the two-day in-person CPM Assessment is scheduled. During the in-person assessment, the CPM candidates work individually and in teams to complete the assessment tasks which are graded in real-time by the NM EDGE Program Director and the CPM Advisors. On the second day of the CPM Assessment, CPM candidates are introduced to the Capstone Project. **NM CPM candidates must pick a project that is relevant to their work and to their organization.** Specific guidelines are distributed to candidates along with timelines for completing all required steps.

A large part of the assessments consists of activities that help candidates think about and apply the objectives and competencies they have learned about in the NM CPM Program's tracks. The six track-focused assessments are completed over a two-day period, and much like the CPS assessments, students are asked to demonstrate their use/mastery of the competencies and skills they have encountered in the classes they have taken toward their CPM certification. With each assessment/activity, candidates are asked to research, write, present, and discuss.

Supporting Document #32: CPM Assessment Consolidated Handout

Supporting Document #33: CPM Assessment Exercises by Track

Supporting Document #34: CPM Assessment Examples of Student Submissions by Track

Supporting Document #35: CPM Assessment Reviewer Guidelines

Supporting Document #36: CPM Assessment Grading Rubric

Supporting Document #37: CPM Assessment Reflection Questions and Responses



STANDARD 3: PROGRAM RESOURCES



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3.0 PROGRAM RESOURCES

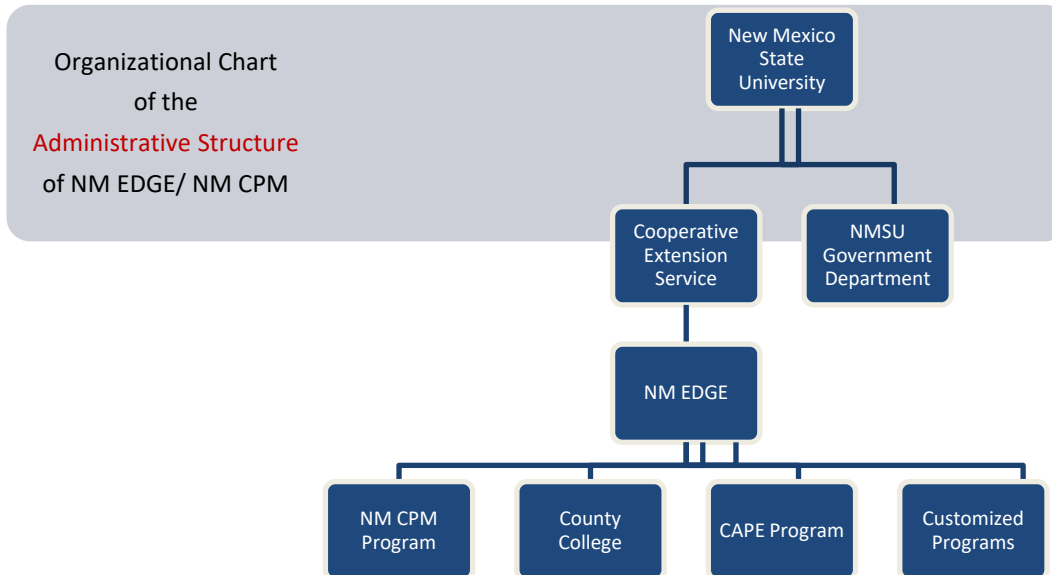
NM EDGE is fortunate to have the full backing of New Mexico State University and the College of ACES. While program fees allow NM EDGE to be self-sustaining, NM EDGE team members are employees of New Mexico State University and entitled to all resources and benefits provided by NMSU.

Although the New Mexico State University Main Campus is in Las Cruces, NM, the NM EDGE physical office is in Albuquerque, NM on the Central New Mexico Community College - Montoya Campus. Within this space, NM EDGE houses team member offices, conference space for in-person assessments and advisory meetings, space for NM EDGE instructors to teach online classes from campus when reliable internet is otherwise not available, a copy center, and storage space for equipment and supplies required to deliver in-person classes throughout New Mexico.

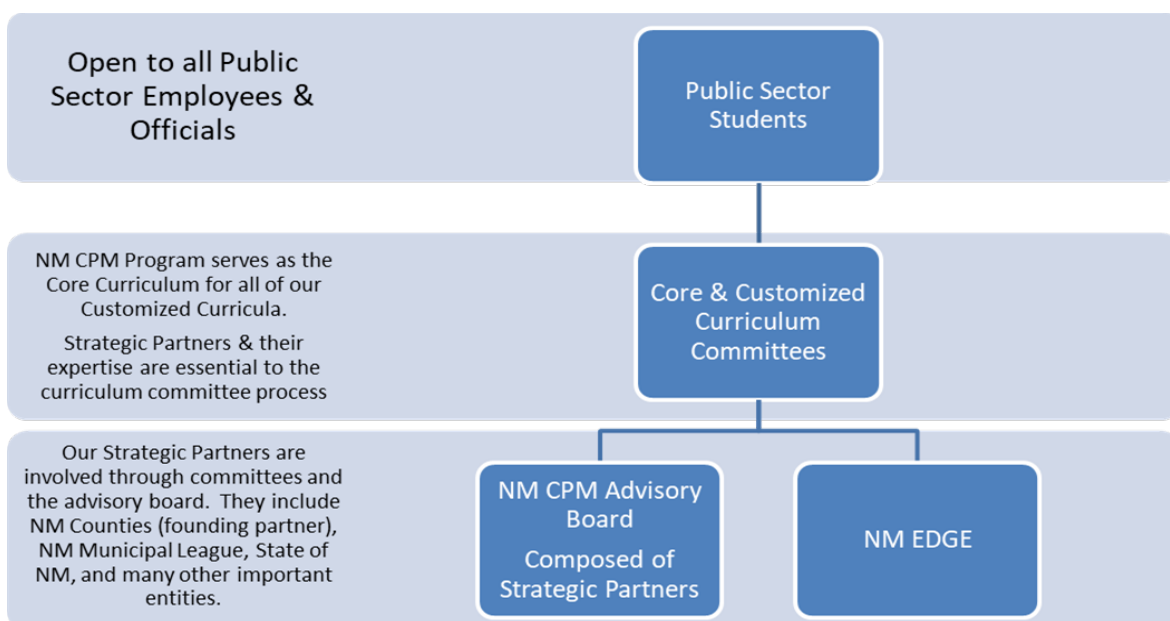


3.1 ADMINISTRATIVE INFRASTRUCTURE

ADMINISTRATIVE STRUCTURE OF THE NM EDGE/NM CPM PROGRAM



ACADEMIC STRUCTURE OF THE NM EDGE/NM CPM PROGRAM



3.2 FACULTY/INSTRUCTORS

Appropriate, qualified, and highly professional instructors are vetted by the Program Director. The Program Coordinator, in consultation with the Program Director, selects instructors based on a variety of guidelines for specific events and classes. The goal is to provide the student with a quality, meaningful, classroom experience.

The program continually works with instructors to improve logistics, competencies, and academic content to better serve the student.

Supporting Document #38: CPM Instructor Profiles

Instructor Guidelines

NM CPM Instructors are encouraged to approach teaching in the spirit of collaboration, respect, and fun. Instructors and students have the responsibility and obligation to be active participants in learning. As learning is a lifelong process, each brings valuable experiences, knowledge, and insights into the classroom. The instructor's role is to facilitate learning and to make the experience rich and productive. Teaching and learning should therefore be *interactive* and *collaborative*. Thus, instructors co-create with students a safe, pleasant, and welcoming space in which to ask questions, express opinions, seek answers, and solve problems. In the process, everyone learns and grows.

Supporting Document #39: Instructor Guidelines and Tips

Supporting Document #40: Instructor On-Site Checklist

Supporting Document #41: Instructor Proctor Guidelines for Online Classes

Supporting Document #42: Instructor Checklist

3.3 ADMINISTRATIVE POLICIES AND PROCEDURES

NM EDGE's Operations Handbook provides in-depth information regarding program operations linking directly to the mission of NM EDGE.

- Supporting Document #43: Operations Handbook

3.4 FUNDING

The Cooperative Extension Service of NMSU is the administrative arm of the NM EDGE program. It offers the financial stability and support of NM EDGE through operational and program-generated dollars. NM CES believes that the NM EDGE program helps CES meet its strategic goals in extension outreach and community involvement.

It is the on-going goal of the NM EDGE to operate as a self-sustaining, financially viable program.

The following is historical fiscal year data noting revenue versus expenses. NM EDGE's account fund currently has a surplus of **\$153,253.76**.

FY	Total Revenue	Total Expenses	Net
14	262,022.50	270,343.80	-8,321.30
15	387,781.27	339,086.92	48,694.35
16	328,091.57	236,468.64	91,622.93
17	355,240.00	383,471.77	-28,231.77
18	267,110.00	328,645.41	-61,535.41
19	341,501.64	325,834.86	15,666.78
20	332,245.00	314,960.71	17,284.29
21	275,574.95	276,807.70	-1,232.75
22	290,670.00	315,785.93	-25,115.93
23	450,096.06	401,178.76	48,917.30

Supporting Document #44: NM EDGE FY 23 Financials

Financial Guidelines

Accounts Receivable and Accounts Payable

The NM EDGE Fiscal Assistant oversees the timely collection and proper payment of all financial obligations under the oversight of the NM EDGE Program Director.

Account receivable receipts such as depositing checks or posting payments are done in accordance with ACES financial protocol, in a timely manner, and with proper internal controls. Deposits and postings are reviewed by multiple team members to assure checks and balances.

Students that are delinquent in paying for previous classes may be prevented from enrolling in future classes until payment is received and the student or group account is back in good standing.

The Student Record and Enrollment Site provides the student and/or group account administrator with the ability to create an invoice for payment. The ability to pay on-line using a credit card is an option, should they wish to do so. Otherwise, checks or electronic transfers are accepted.

Enrollment Fee

There is a one-time enrollment **fee of \$50** for new students.

Class Fee

The cost of each class is \$75, but discounts are offered according to a sliding scale based on the total number of class units purchased at one time. This is true regardless of whether the purchase is made by an individual or through a group account. The discount is strictly based on the number of units purchased in one transaction.

Multiple Class Discount for Individuals and Groups

For many organizations, establishing a group account can assist in helping to defray the costs of classes by utilizing the opportunity to receive a discounted rate and to control the inventory of class units according to their own policies.

Below is a breakdown of volume/group discount rates.

Class Units Purchased	Cost per Class Unit
1-4 classes	\$75 per class unit
5-9 classes	\$70 per class unit
10-14 classes	\$65 per class unit
15-19 classes	\$60 per class unit
20-24 classes	\$55 per class unit
25 Classes or more	\$50 per class unit

Supporting Document #45: Tip Sheet on How to Create a Group Account

No-show, Missed Class, or Failed Class

Should a student enroll in a class and not attend or not complete the entire class, the class will show as incomplete, and no fee is assessed against the student's financial account.

If the student is not able to successfully achieve a score of 6 or more on the post-test, the class will be marked as incomplete, and no fee is assessed against the student's financial account until such time as the class is successfully completed.

Financial Guidelines for Events

An event is an opportunity for NM EDGE to deliver classes to students at a breakeven or better cost. Events often include several classes over multiple sessions.

Event Breakeven Spreadsheet

To track and analyze expected financial transactions (dollars-in versus dollars-out) for each event, the Program Director utilizes a breakeven spreadsheet template which reflects the cost, by instructor, and the income by class (tied to instructor) for each event.

This spreadsheet takes into consideration the cost of instructor fees, staff travel, break service, and miscellaneous supplies expenses and automatically generates the breakeven point (X number of students needed to cover all expenses). Analysis by class and instructor quickly shows where the financial trouble spots lie and allow the Program Manager, in consultation with applicable staff, to decide if classes make or are rescheduled.

Supporting Document #46: Event Breakeven Analysis

Financial Guidelines for Instructors

Instructor Compensation Guidelines

Any individual or entity requesting compensation from NM EDGE through NMSU must be either an employee or a vendor to receive payment. All payments made through NMSU must comply with NMSU's policies. Each instructor must agree to the terms of the individualized Instructor Compensation Contract prior to teaching at each event.

Categories of Instructors

- Vendors with a NMSU vendor ID number who are not otherwise associated with NMSU
- Full-time NMSU exempt employees or faculty members who are paid supplemental compensation
- Part-time NMSU exempt employees or faculty whose appointments are increased to account for teaching time
- NM EDGE staff that teach as part of their assigned duties
- NMSU employees who are volunteer instructors
- Non-employees of NMSU who serve as volunteer instructors.
- One-time instructors.
- Volunteer instructors outside of NMSU.

Supporting Document #47: Instructor Compensation Contract

3.5 ADVISORY BOARD

Please refer to [Section 1.3](#) for details regarding the Advisory Board.

STANDARD 4: PLANNING AND IMPLEMENTATION

[Link to TOC](#)

4.0 PLANNING AND IMPLEMENTATION

Planning

The planning and implementation of any NM EDGE initiative begins with a foundation aligned to [NMSU LEADS 2025](#).

In addition, NM EDGE utilizes logic models as effective tools to assist in program planning, implementation, management, evaluation, and reporting. Logic models help NM EDGE define the program's intended impact and goals, the sequence of intended effects, which activities are to produce which effect, and where to focus outcome and process evaluations. NM EDGE ties all logic model objectives back to the objectives created in alignment with NMSU's 2025 LEADS initiative.

Supporting Document #48: NM EDGE 2023 Logic Model

NM EDGE also utilizes a planning tool known as Strategic Doing™. Strategic Doing™ enables NM EDGE to form action-oriented collaborations quickly, move them toward measurable outcomes, and adjust along the way. On May 30th, 2023, the NM EDGE team participated in a three-hour workshop to determine the next Strategic Doing™ area of focus for the program which is to work toward better leveraging NMSU and the Advisory Board to create top-down promotion and amplification of our program.



Supporting Document #49: NM EDGE 2023 Strategic Doing Action Plan

<https://strategicdoing.net/>

In 2023, NM EDGE conducted a SWOT Analysis to identify internal and external factors influencing and affecting performance. This analysis tool was used to explore areas for change and growth and serves as a roadmap for goal setting and strategic planning. During the analysis, the following questions were considered:

STRENGTHS:

1. What do we do best?
2. What unique knowledge, talent, or resources do we have?
3. What advantages do we have?
4. What do other people say we do well?
5. What resources do we have available?
6. What is our greatest achievement?

WEAKNESSES:

1. What could we improve?
2. What knowledge, talent, skills and/or resources are we lacking?
3. What disadvantages do we have?
4. What do other people say we don't do well?
5. In what areas do we need more training?
6. What customer complaints have we had about our service?

OPPORTUNITIES:

1. How can we turn our strengths into opportunities?
2. How can we turn our weaknesses into opportunities?
3. Is there a need in the state that no one is meeting?
4. What could we do today that isn't being done?
5. How is our work/customer base changing? How can we take advantage of those changes?
6. Who can we support? How can we support them?

THREATS:

1. What obstacles do we face?
2. Could any of our weaknesses prevent NM EDGE from meeting our goals?
3. Who and/or what might cause us problems in the future? How?
4. Are there any standards, policies, and/or legislation changing that might negatively impact us?
5. Are we competing with others to provide service?
6. Are there changes in our field or in technology that could threaten our success?

Based on the answers to these questions, NM EDGE created a SWOT Analysis Action Plan

Supporting Document #50: NM EDGE 2023 SWOT Analysis Action Plan

Implementation

Class Delivery Summary of Regularly Scheduled Opportunities

NM EDGE strives to deliver upon its mission of **Better Government through Education** to the public sector of New Mexico through the delivery of affordable, accessible, and meaningful classes.

Currently, NM EDGE offers blocks of CPM classes four times per year. Two of these opportunities coincide with conferences held by NM EDGE founding partner, New Mexico Counties (NMC). NMC conducts its Legislative Conference each January in Santa Fe, NM and its Annual Conference each June at different locations throughout the state. NM EDGE conducts two or three days of in-person classes in conjunction with each of these conferences to allow the students to maximize their travel dollars. In addition to in-person sessions, NM EDGE offers online classes throughout January and June.

NM EDGE also conducts two, month-long, online Honing sessions each March and September.

On-Demand Class Delivery Opportunities

In addition to the regularly scheduled class sessions, NM EDGE offers training through on-demand opportunities. With on-demand delivery, NM EDGE is able to offer NM CPM and customized classes to specialized groups throughout the state.

Strategic Partners' Calendar

NM EDGE maintains a calendar of dates important to its strategic partners which provides at-a-glance input when determining scheduling for NM EDGE classes.

Class Schedule and Class Enrollment by Event

Events are made up of class sessions and a class session is a three-hour block of time. Multiple classes may be offered within each session, for example: Session 1 could include a class toward NM CPO certification, and one toward NM CPS certification and another toward NM CPM certification to allow students at different certification levels the opportunity to participate.

Students, strategic partners, or sponsoring organizations may provide input to NM EDGE regarding classes to be scheduled using an on-line survey tool (currently, Survey Monkey).

Enrollment in classes happens on-line through the NM EDGE Student Record and Enrollment site (reg.nmedge.nmsu.edu) prior to each event. Class pre-enrollment ends approximately seven days prior to each in person class. However, on-site class enrollment is allowed thirty minutes before the start of each class, on a space available basis. Enrollment for online classes is open through the day of class.

4.1 PROGRAM REQUIREMENTS

Please refer to the [Program Overview](#), [Section 1.2](#), [Standard 2](#), and the Operations Handbook for in-depth information regarding program requirements.

4.2 TRACKING SYSTEM

Confidentiality and Privacy of Student Information and Transcripts

Students can manage their educational goals and their transcript through access to a private, individual, on-line student account. In this way, students can assess their progress by monitoring their unofficial transcript and add needed classes to accomplish their personal certification goals. Self-audit of the student transcript against a certification checklist is available through the [Student Record and Enrollment Site](#).

Enrollment site login information, student transcripts, student records, student grades, and student personal contact information are confidential and are not shared with anyone. Student records and their contents are covered under FERPA regulations, and as such, are handled accordingly.

NM STATE BE BOLD. Shape the Future. New Mexico State University

You are here: **NM EDGE**
Better Government through Education

NM EDGE
New Student Enrollment
NM EDGE Home
Upcoming Classes
Login
NM EDGE Help
(505) 224-4059 and (505) 224-4057
nmedge@nmsu.edu
Search
NMSU Home

Member ID:
Password:

This is your source for **Better Government through Education**. New students should click [New Student Enrollment](#). If you aren't sure, call us at 505.224.4059 or 505.224.4057.

PLEASE do not create a duplicate account as it could jeopardize your transcript information! Call us and we can help you access your current account or let you know if you need to create an account.

If you have already created an account but have not yet logged into the system, you may need to activate your account by confirming your email address. Click [Activate a new account](#) if you have not verified your email address.

If you do not remember your password, you can [reset your password](#).

[Activate new account](#)
[Create a new account](#)
[Forgot password](#)

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Through the registration sites main page, new students can create an account and existing students can log in, view transcripts, enroll and pay for classes, and complete an informal certification audit.

Students

- My Cart
- My Schedule
- Register
- Invoices & Payment History ▶
- Unofficial Transcript
- Certification Audit
- Certification Checklists

My Account

- Membership Info
- Change Password

NM EDGE Home


- Upcoming Classes

Sign off

NM EDGE Help

(505) 224-4059 and (505) 224-4057
nmedge@nmsu.edu

NM EDGE Team Members can review registration numbers, enroll students, enter grades, run certification audits, create invoices, manage group accounts, run data and financial reports, among many other functions.

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New Mexico State University

NM EDGE
You are here: NM EDGE

Administration

- Registration & History ▶
- Fulfillment ▶
- Member Accounts ▶
- Group Accounts ▶
- Instructors ▶
- Customers ▶
- Catalog & Scheduling ▶
- Certifications ▶
- Extract Data ▶
- Financial Reports ▶
- Newsletter ▶
- Editable Content ▶

Group Accounts

- Inventory ▶
- Make Purchase ▶
- Invoices ▶
- Payment History ▶

NM EDGE
Education Designed to Generate Excellence in the Public Sector

Welcome back to The NM EDGE Student Records & Enrollment Site
Your Source for **Better Government through Education**

Enrollment for June Honing is Now Open

In addition to the classes listed on the Class List by Honing Event, the following classes have been added to the June schedule:
AO 104, AO 108, AO 118, AO 206, CES 109, CPM 131, CPM 133, CPM 135, CPM 141, CPM 143, CPM 144, CPM 151, CPM 154, CPM 223, CPM 226, CPM 236, CPM 242, PE 271, TO 203, and TO 204.

Education Designed to Generate Excellence in the Public Sector
A Program of NM Cooperative Extension Service
Contact us for customized programs in your area! NMEDGE@nmsu.edu

Student Completion History

NM EDGE

[Back](#)

**** THIS IS NOT AN OFFICIAL TRANSCRIPT ****

MARCH 2023 HONING

3/7/2023 – 3/30/2023

Course	Title	Instructor	Pre-Test Score	Post-Test Score	Status
CL 105	Third Parties, Political ...	Clark, Katharine	9	10	Complete Edit Delete
CL 107	Administrative Procedures...	Clark, Katharine	8	9	Complete Edit Delete
CPM 122	Congratulations! You're a...	Oweegon, Kathleen	6	10	Complete Edit Delete
CPM 138	Conflict Resolution Among...	Oweegon, Kathleen	7	10	Complete Edit Delete
CPM 144	Risk Management	Smith, Donna K.	10	10	Complete Edit Delete
PE 110A	Ethics: Know the Law I	Biderman, Paul	2	8	Complete Edit Delete
PE 110B	Ethics: Know the Law II	Biderman, Paul	5	10	Complete Edit Delete

Unofficial Transcript

JANUARY 2023 Honing

1/5/2023 – 1/31/2023

Course	Title	Instructor	Pre-Test Score	Post-Test Score	Status
CES 104C	Extension Planning, Imple...	Dean, Teresa	-1	-1	Incomplete Edit Delete
CPM 133	Creating a Safe & Product...	Oweegon, Kathleen	4	10	Complete Edit Delete
GIS 104	Understanding Coordinate ...	Talasila, Sandeep	7	8	Complete Edit Delete

While students can track progress with an informational certification audit through their student accounts, NM EDGE also conducts formal audits of progress toward certification completion four times per year.

Unofficial Certification Audit

Certification: Certified Public Manager (Updated 2020)

[Run Certification Audit](#)

Certified Public Manager (Updated 2020)

Status : 5/16/2023 – All Requirements Satisfied

CPO and CPS Classes Choose 33 class(es) from the list below.	Complete <input checked="" type="checkbox"/>
Completion of all classes listed for CPO and CPS designations are required.	
CPM 111/Knowing Your Government	CPM 111 <input checked="" type="checkbox"/>
CPM 112/Answering the Call to Public Service	CPM 112 <input checked="" type="checkbox"/>
CPM 113/Knowing the Law I	CPM 113 <input checked="" type="checkbox"/>
CPM 114/The Public Policy Making Process	CPM 114 <input checked="" type="checkbox"/>
CPM 121/Ethics and Professionalism	CPM 121 <input checked="" type="checkbox"/>
CPM 122/Congratulations! You're a Leader	CPM 122 <input checked="" type="checkbox"/>
CPM 123/Managing Organizational Change	CPM 123 <input checked="" type="checkbox"/>
CPM 124/Grant Writing I- Federal Grants & Foundations	CPM 124 <input checked="" type="checkbox"/>
CPM 125/Developing a Professional Workplace	CPM 125 <input checked="" type="checkbox"/>
CPM 221/Leading Others	CPM 221 <input checked="" type="checkbox"/>
CPM 222/Project Management: A Dynamic Approach	CPM 222 <input checked="" type="checkbox"/>

4.3 ADMINISTRATIVE POLICIES AND PROCEDURES

In addition to the secure registration site, NM EDGE also archives student records through NMSU's Virtual Private Network (VPN). Each student has a folder housed within the VPN where certificates of completion and Culminating Experience submissions are housed.

Prior to NM EDGE using electronic testing, hard copies of student tests and culminating projects were scanned into electronic files and saved to individual student records. Electronic testing platforms allow test results to be saved by class and test results are saved to an electronic archive in the Administrative Folders of the Student Record in the NM EDGE shared drive.

Instructor evaluations are also housed within the VPN.

Confidentiality and privacy guidelines related to student information and transcripts are also noted in the NM EDGE Operations Handbook.

4.4 ASSESSMENT

Please refer to [Section 2.2](#) and pages 7-12 of the Operations Handbook for in-depth assessment information.



STANDARD 5: EFFECTIVENESS AND IMPROVEMENT



[Link to TOC](#)

5.1 PARTICIPANTS' REACTIONS

For specific information regarding participants' reactions, please refer to [Section 1.3](#) and [Supporting Documents #26 and #37](#).

While NM EDGE does a good job of evaluating the program at the class and assessment level, additional steps can be taken regarding overall program evaluation and follow-up with graduates in order to more fully evaluate the program's impact on students and their sponsoring state entities.

In 2024, NM EDGE will be implementing a more robust system of whole program evaluation including garnering feedback beyond class evaluations, open input sessions, Instructor Huddles, and the year-end Advisory Board Meeting. Development of certification-specific and governmental level (municipality, county, state) questionnaires is already underway, and implementation and feedback calendar launch dates will be created based on a strategic and systematic approach.

5.2 PROGRAM DEVELOPMENT

Please refer to the Logic Model, Strategic Doing Documentation, and SWOT Analysis Action Plan in [Section 4.0](#) for information regarding program development.

5.3 AREAS OF GROWTH

Please refer to the goals noted in [Section 1.1](#) for information regarding areas of growth.

In addition to our stated 2023 goals, NM EDGE is currently working on an Advisory Board Guidance document that will be ready to share with Advisory Board members prior to the December 2023 Annual Meeting.

NM EDGE is also finalizing a Human Resource Professional certification in conjunction with the New Mexico State Personnel Office.

Finally, NM EDGE will be partnering with NMSU, five states, and sixty-six tribal nations to create a regional leadership certification through a \$10 million grant awarded by the Environmental Protection Agency and the U.S. Department of Energy.

[Award Announcement](#)

CLOSING THOUGHTS

As with other institutions, NM EDGE is emerging from the pandemic a changed but stronger and more flexible program. With a renewed emphasis and focus on our Certified Public Manager® program, NM EDGE is well-positioned to be one of the premiere providers of statewide professional development for municipal, county, and state employees.

We know the strength of our program and the foundation for continued success lies with our students, instructors, community partners, and advocates, and we rely on an active Advisory Board to help guide and grow our program.

We are continually striving to improve our program, increase awareness of the benefits of NM EDGE, and work closely with our constituents. NM EDGE looks forward to continuing to deliver New Mexican centered educational and professional development opportunities to public servants throughout the state for many years to come.

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NM EDGE

A Program of Cooperative Extension Service

Featuring NM CPM and County College

4700 Morris Street NE

Albuquerque, NM 87111

505 224 4059

<http://nmedge.nmsu.edu>

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