DESIGNED FOR PRESENT AND FUTURE LEADERS IN PUBLIC SERVICE, the Texas Certified Public Manager (CPM) program is the flagship program offered by Texas State University’s William P. Hobby Center for Public Service. Texas State has been designated to deliver the nationally accredited CPM program throughout Texas. The program is open to professionals, faculty and students from other countries. Texas is one of 40 U.S. states that offer the CPM program.

The William P. Hobby Center for Public Service works with public organizations, non-governmental organizations (NGOs) and charities throughout Texas and beyond. The center operates in cooperation with other universities, including Stephen F. Austin State University, Sam Houston State University, The University of Texas Rio Grande Valley, Texas Tech University and the University of Houston.

THE WILLIAM P. HOBBY CENTER FOR PUBLIC SERVICE

Texas’ leading provider of the Texas Certified Public Manager® (CPM) Program is accredited by the National Certified Public Manager® Consortium.

LOCATIONS

Arlington
Austin/Round Rock
Edinburg
Houston
Nacogdoches
San Marcos
**Curriculum**

The CPM Program is a series of seven tracks, or courses, designed to enhance the skills, knowledge and abilities of public and nonprofit managers. Students may sign up for individual courses or for the entire program. Courses can be completed in any order. Each class meets in one of two formats:

- One and a half days a month over two months, 9 a.m. to 4 p.m. on Thursday and 9 a.m. to noon on Friday
- One day a month over three months, 9 a.m. to 4 p.m.

CPM Programs are currently offered in Arlington, Austin/Round Rock, Edinburg, Houston, Nacogdoches and San Marcos.

**Track 1: Public Personnel Administration**

Topics include recruitment/selection, equal employment opportunity/affirmative action, performance evaluation, discipline/termination, health/safety, collective bargaining, classification, compensation and employee benefits.

**Track 2: Managing for Quality**

Practices such as reengineering, Total Quality Management (TQM) and strategic planning will be explored in detail. The course will also focus on how a systems approach can help public administrators understand how organizations can improve their organizational operations.

**Track 3: Organizational Communication**

Topics include communicating with governing and overseeing bodies, overcoming barriers to effective communication and dealing with disagreement, conflict and groupthink. Improving oral and written communication skills will also be covered in this track.

**Track 4: Public Finance and Budgeting**

The basics of finance, budgeting and public sector accounting and auditing will be explored in detail. Additional topics include cutback management and economic development.

**Track 5: Productivity and Program Evaluation**

Benchmarking, program evaluation and the tools and techniques of public administration research will be explored. In addition, this track covers the basic principles of legal research.

**Track 6: Information Systems for Managers**

Tools and systems such as the Internet and online federal and state databases will be identified and discussed in detail. Additional topics include social networking, geographic information systems and information systems technology.

**Track 7: Applied Projects Practicum**

This track is the capstone of the CPM Program and will incorporate lessons and information provided in the other six tracks. Students must have completed at least one CPM course to sign up for this track.

**Faculty**

Academic and practitioner faculty members organize, coordinate and teach each of the tracks. Academic faculty come from Texas State University, The University of Texas at Austin, Stephen F. Austin State University, The University of Texas Rio Grande Valley, Texas Tech University or other Texas universities. Practitioners come from a variety of positions in city, county, state and federal government, as well as the nonprofit and private sectors. Practitioner faculty have significant input into the design and delivery of all CPM courses.

**Credits for Continuing Education and Academic Degrees**

The CPM program is endorsed by the Texas Chapters of the American Society for Public Administration (ASPA) and has been approved for continuing education credit by a variety of state and local government entities.

For each course, participants will receive a certificate of continuing education credit from Texas State for management training and education. Academic credit may be available through the Office of Distance and Extended Learning.

To learn more about receiving undergraduate and graduate academic credit for completing the CPM Program, contact Dr. Howard R. Balanoff, director of the Texas CPM Program, at hb02@txstate.edu or 512.245.3453.

**Additional Benefits**

Participation in the Texas CPM Program may provide eligibility for membership in a variety of organizations such as the International City/County Management Association, (ICMA), the Texas Society of Certified Public Managers, the American Academy of Certified Public Management (AACPM), the American Society for Public Administration (ASPA) and the Texas City Management Association. Texas CPM participants may also be eligible to receive benefits from Texas State, such as NetID accounts.

For a schedule of classes and to register online, go to txstate.edu/cpm.