

NCPP - BOSTON SUMMER 2023 NEWSLETTER

Welcome from the Director



I am glad to share the Summer 2023 newsletter of the National Center for Public Performance (NCPP), Department of Public Service and Healthcare Administration, Sawyer Business School, Suffolk University, Boston. NCPP is committed to the learning and understanding of performance management and related concepts in public and nonprofit sectors, and establish a platform for practitioners and academics to share their perspectives on improving and sustaining their performance.

The Center had an exciting 2022-23 academic year with the development of new certificates related to data analytics, communication and child welfare services. We launched the NCPP webinar series "Let's Talk Performance", and also published the findings of the US Municipalities E-Government Survey which evaluated the performance of the largest US municipal websites for Privacy and Security, Usability, Content, Services, and Citizen and Social Engagement, and ranked the cities on a national scale.

I would also like to thank our managing director Bryan Bates, the Graduate Fellows and the Summer Interns for their valuable service and contribution to the projects at the Center.

I hope you enjoy reading our Summer 2023 Newsletter and join us at our upcoming certificates and events.

Sincerely,

Aroon P Manoharan, PhD
Executive Director, NCPP
Associate Professor of Public Service
Department of Public Service and Healthcare
Administration
Sawyer Business School, Suffolk University, Boston

NCPP Certificates

Public Communications

Starting September 13, 2023

Info Session on July 19 at 6:30pm

Eight-week, online professional certificate, a perfect way to prepare your organization for the complex and evolving challenges of communicating with the public.

Analytics Leader

Starting September 14, 2023

Info Session on July 20 at 7:30pm

Six-week, online professional certificate aimed to empower seasoned, new, and aspiring public sector leaders and managers to elevate organizational capabilities through analytics.

Strategic Performance Management

Starting September 26, 2023

Info Session on August 23 at 6pm

Eight-week, online professional certificate crafted to equip both leading executives and frontline employees with necessary knowledge and skills in performance measurement and management.

Child Welfare

Starting September 21, 2023

Eight-week, online professional certificate in partnership with the REAL Academy. Focused on experiential learning, allowing participants to advance their public administration skills through practical and real-life applications.

[Register](#)

Marc Holzer Public Performance Symposium

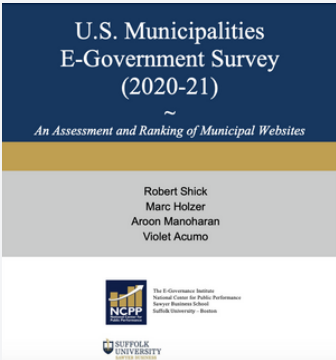


Co-hosted by the American Society for Public Administration (ASPA), the theme of the 2023 Symposium is "The Use of Performance Data in Promoting Good Governance" with the following tracks:

- Performance data, governance, and democracy
- The use of data to drive performance
- Performance reporting, performance feedback, and communication
- Data-driven decision-making and stakeholder engagement

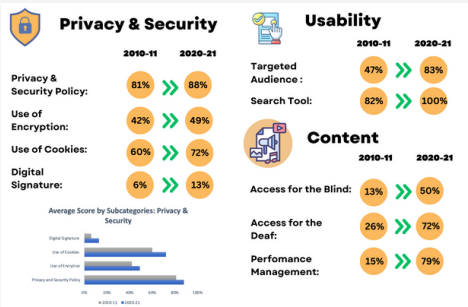
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U.S. Municipalities E-Government Survey



There have been numerous developments in digital technology over the last decade, especially in the expansion of the form and scope of social media. The U.S. E-Government survey points towards an expansion in the number of ways citizens can interact with their local government. The survey indicates that cities must utilize the advances in technology to improve services towards their residents.

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"Let's Talk Performance" Webinar Series



In 2022, NCPP launched the "Let's Talk Performance" webinar series; a forum for practitioners and academics to discuss and share perspectives on topics related to performance, strategy, communication and relevant issues in public and nonprofit sectors.

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Introducing the Virtual Museum of Public Service Project:



Our greatness has always come from people who expect nothing and take nothing for granted - folks who work hard for what they have, then reach back and help others after them.

Michelle Obama
Former First Lady of the United States

I'm personally asking each and every single Boston resident to look after their neighbor.

Marty Walsh
Former Mayor of Boston

[Visit Site](#)

Faculty Updates

- Bond-Fortier, B.J. (2023). 21st Century Policing: Innovating to Reform. International Association of City/County Managers. Local Government Reimagined, Burlington, VT
- Blum, K., Bond-Fortier, B.J., Couloute, L., Cooper, F., & Monteiro, C. (2023). Black and Blue: Policing Reform in the 21st Century. Suffolk University, Boston, MA.
- Denford, J, Dawson, G, Desouza, K., & Manoharan, A. (2023). Assessing relevance of government characteristics to address wicked problems in turbulent times. Public Management Review.
- Wu, H., & Manoharan, A. P. (2023). Three Cities on YouTube: E-Government's Evolution Through Content Creation. International Journal of Public Administration in the Digital Age, 10(1), 1-22.

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National Center for Public Performance

www.publicperformance.org



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