

Spring 2022 Two-Way Scorecard Communication Tool

The goal of the Two-Way Scorecard Communication Tool is to improve communication and accountability within the partnership between ISU Extension and Outreach and County Extension Districts by providing formal feedback based on the [2020-2023 Iowa State University and County Agricultural Extension District MOU](#) (clicking the hyperlink will open the MOU page in a new tab).

This process is not entirely anonymous. This survey should be completed individually and not as a group. TWS Communication Tool responses will be published in an aggregated format for each county. In addition, all scores and comments will be available for each county to read and review for further analysis.

The Spring 2022 Two-Way Scorecard Communication Tool represents **September 1, 2021, through March 31, 2022. Please submit this survey by 11:59 p.m. on April 18, 2022.**

Q2 Please choose one of the following to describe your position.

- I am a county staff member or county extension council member. (1)
- I am an ISU paid staff member. (2)

Q3 Which ISU Extension and Outreach county are you providing a response for?

In the sections that follow, you will be asked to evaluate performance by both Iowa State University and the county extension district. Each question refers to an item listed in Section IV Division of Responsibility of the [Memorandum of Understanding](#) (MOU).

After review of the each MOU item, please rate using the following scale.

- 5-Highly effective
- 4-Effective
- 3-Acceptable
- 2-Needs attention
- 1-Not acceptable
- 0-Don't know/not applicable

At the end of each page, you will have the option to enter comments if desired.

Memorandum of Understanding
Section IV. Division of Responsibility, Item 2 (page 4)

ISU agrees to: 2) Build partnerships across ISU colleges in order to facilitate and broker outreach from colleges that encourage engagement in conjunction with Extension District partners.

Extension district agrees to: 2) Engage in partnerships with colleges at ISU to build capacity to deliver local/regional outreach across the Extension District based on meaningful, shared priorities, and resources.

Q6 Based on item 2 (listed above) from the Memorandum of Understanding (MOU), how effective is each partner relative to the MOU?

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/Not applicable (6)
ISU performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County District performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7

Memorandum of Understanding

Section IV. Division of Responsibility, Item 3 (page 4)

ISU agrees to: 3) Establish state level relationships that increase capacity for local partners and are based on meaningful, shared priorities and resources, and capitalize on local partnerships.

Extension district agrees to: 3) Engage local affiliates as local/regional partners across the Extension District based on meaningful, shared priorities and resources, and capitalize on state level partnerships.

Q8 Based on item 3 from the MOU, how effective is each partner relative to the MOU?

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/Not applicable (6)
ISU performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County district performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9

Memorandum of Understanding

Section IV. Division of Responsibility, Item 4 (page 4)

ISU agrees to: 4) Establish a needs assessment process to identify ongoing and emerging issues and incorporate local/regional findings into the educational program development process to meet the needs of lowans.

Extension district agrees to: 4) Identify local/regional needs and emerging issues and share findings/understanding of those needs with program directors for the educational program development process.

Q10 Based on item 4 from the MOU, how effective is each partner relative to the MOU?

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't Know/Not applicable (6)
ISU performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County district performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 Thinking about items 2, 3, and 4 that you just responded to, please enter any additional comments.

Q12

Memorandum of Understanding

Section IV. Division of Responsibility, Item 5 (page 4)

ISU agrees to: 5) Develop a program planning process to identify and develop priority programs and prioritize funding for educational programs that meet needs of lowans. Maintain a program catalog that lists available programs. Require the regional director and program specialists to work with Extension District staff regarding program selection, identification and development. New programs must fit within the scope of the Extension and Outreach mission, provide research- or evidence- based instruction or information, and must be reviewed as outlined in the Curriculum Review Process. Train ISU and Extension District staff on delivery and evaluation of offered programs. Discuss with Extension District fiscal roles and responsibilities when determining program selection.

Extension district agrees to: 5) Use program planning process and program catalog to select programming based on local needs. Work with the regional director and program specialists to select programs listed in program catalog. If needed, encourage Extension District employees to work with program specialists to identify reputable programs that address local needs or develop programs locally. Locally developed programs must fit within the scope of the Extension and Outreach mission, provide instruction or information, and must be reviewed as outlined in the Curriculum Review Process. Discuss with ISU fiscal roles and responsibilities when determining program selection.

Q13 Based on item 5 from the MOU, rate ISU's performance in these areas:

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/Not applicable (6)
Offer educational programs that meet the needs of lowans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintain a program catalog that lists available programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional director and program specialists work with staff regarding program selection and development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs align with Extension and Outreach mission and are approved through the Curriculum Review Process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Train staff to deliver programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide evaluation process for offered programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q14 Based on item 5 from the MOU, rate County District's performance in these areas:

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
Use a program catalog to select programming.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County staff involve regional director and program specialists in selecting programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locally developed programs align with Extension and Outreach mission and were approved through the Curriculum Review Process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q15 Thinking about item 5 that you just responded to, please enter any additional comments.

Q16

Memorandum of Understanding

Section IV. Division of Responsibility, Item 6 (page 5)

ISU agrees to: 6) Review and report contact information and results of priority programs for effectiveness and meeting identified needs. Program specialists share data, success stories, and evaluations via shared database reporting system with Extension District staff.

Extension district agrees to: 6) Review and report contact information and program effectiveness. Assist program specialists with evaluation. Share data, review and evaluation results with program specialists via shared database reporting system.

Q17 Based on item 6 from the MOU, how effective is each partner relative to the MOU?

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
ISU performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County district performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q18

Memorandum of Understanding

Section IV. Division of Responsibility, Item 7 (page 5)

ISU agrees to:

7) Routinely inform Extension District staff in advance when program specialists are presenting or engaging stakeholders in Extension District's county. When appropriate, invite Extension District staff to participate.

Extension district agrees to:

7) Acknowledge program specialist advance communication and mutually beneficial relationship. Inform other appropriate individuals in Extension District.

Q19 Based on item 7 from the MOU, how effective is each partner relative to the MOU?

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
ISU performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County district performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q20

Memorandum of Understanding

Section IV. Division of Responsibility, Item 8 (page 5)

ISU agrees to: 8) Authorize 4-H youth development educational programs' – the youth outreach programs for Extension and Outreach – use of the federally protected 4-H name and emblem. Name and emblem use represents the ideals of these educational programs.

Extension district agrees to: 8) Agree to adhere to Federal guidelines for use of 4-H name and emblem to carry out core 4-H Youth Development educational programs.

Q21 Based on item 8 from the MOU. how effective is each partner relative to the MOU?

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
ISU performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County district performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q22 Thinking about items 6, 7, and 8 that you just responded to, please enter any additional comments.

**Q23 Memorandum of Understanding
Section IV. Division of Responsibility, Item 10 (page 6)**

ISU agrees to: 10) Program leaders will coordinate requests of program specialist’s office space so as not to overly burden county partners. If the Extension District provides office space to program specialists, ISU shall comply with the *Guiding Principles: Housing an ISU Extension and Outreach Program Specialist*.

Extension district agrees to: 10) Provide regional director work space as described in Addendum A. Provide program specialists workspace and internet access when visiting the county office. When available, Extension District is encouraged to provide office space for program specialists when requested by program leaders. If Extension District provides an office, Extension District shall comply with the *Guiding Principles: Housing an ISU Extension and Outreach Program Specialist* when providing office space for program specialists.

Q24 Based on item 10 from the MOU, rate ISU's performance in these areas:

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
Program units request office space for program specialists so as to not burden county partners.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ISU complies with the Guiding Principles: Housing an ISU Extension and Outreach Program Specialist.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q25 Based on item 10 from the MOU, rate County District's performance in these areas:

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
Provide program specialists workspace and internet access when visiting the county office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extension District provides office space for program specialists when available and requested by program leaders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extension District complies with the Guiding Principles: Housing an ISU Extension and Outreach Program Specialist.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q26

Memorandum of Understanding

Section IV. Division of Responsibility, Item 11 (page 6)

ISU agrees to: 11) Require and conduct background checks of all ISU Extension and Outreach staff. Require and conduct background checks of volunteers associated with ISU-sponsored programs. Background check to include (National Sex Offender Registry, Criminal Record Check and Motor Vehicle Record Check) per university policy. All approved employees and volunteers are to be rescreened and approved every three years.

Extension district agrees to: 11) Require and conduct background checks of all Extension District staff. Require and conduct background checks of all volunteers and approve individuals to serve as volunteers. Background check to include National and State Sex Offender Registry, National Criminal File Check, State DMV Registry and SSN Verification. All approved employees and volunteers are to be rescreened and approved every three years.

Q27 Based on item 11 from the MOU, rate ISU's performance in these areas:

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
Require and conduct background checks of all ISU Extension and Outreach staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Require and conduct background checks of volunteers associated with ISU-sponsored programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q28 Based on item 11 from the MOU, rate County District's performance in these areas:

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
Require and conduct background checks of all Extension District staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Require and conduct background checks of all volunteers and approve individuals to serve as volunteers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q29 Thinking about items 10 and 11 that you just responded to, please enter any additional comments.

Q30

Memorandum of Understanding

Section IV. Division of Responsibility, Item 12 (page 6)

ISU agrees to: 12) Provide resources to develop and deliver position–related professional development plans and goals, and assist in selection and/or provide training opportunities that align with those goals.

Extension district agrees to: 12) Have staff, councils, and volunteers identify position–related professional development plans and goals, and take advantage of opportunities provided or seek opportunities to meet those goals. Councils will budget funds for professional development for staff and council members.

Q31 Based on item 12 from the MOU, how effective is each partner relative to the MOU?

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
ISU performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County district performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q32

Memorandum of Understanding

Section IV. Division of Responsibility, Item 13 (page 6)

ISU agrees to:

13) Verify Extension District staff have received training on employment and diversity issues and assist with the training as needed.

Extension district agrees to:

13) Require Extension District employees to attend employment and diversity training.

Q33 Based on item #13 from the MOU, how effective is each partner relative to the MOU?

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
ISU performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County district performance is ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q34

Memorandum of Understanding

Section IV. Division of Responsibility, Item 15 (page 7)

ISU agrees to:

15) Provide Extension District access to use a statewide financial accounting system complying with Generally Accepted Accounting Principles and standards set by Office of the State Auditor and associated training and support offered by vendor. Provide Extension District access to use time and absence management system and associated training and support offered by vendor. Provide Extension District access to shared database reporting system and associated training and support offered by vendor. Provide in-office network technology, including servers, software, email and encryption capabilities. Provide webpage hosting and templates. Provide IT help desk and hotline support. Provide branding support services Issue invoices to Extension District in November and May of each year for the Shared Services Support Fee as reimbursement and compensation for the above access and services. Share annually a summary of revenue generated and actual expenses incurred from Shared Support Services.

Extension district agrees to: 15) Use statewide financial accounting system complying with Generally Accepted Accounting Principles (GAAP). Follow Office of State Auditor guidelines on

management of public funds. (Iowa Code Chapter 12C). Maintain financial records consistent with Code of Iowa – Ch. 176A.8. Pay Shared Services Support Fee, which will be 2.7% of the maximum Extension District is allowed to levy under Iowa law. This rate shall apply for FY21, FY22 and FY23. Extension District will receive an invoice from ISU in November and May of each year. Extension District shall pay the invoice within thirty days of receipt.

Q35 Based on item #15 from the MOU, rate ISU's performance in these areas:

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
Provide access and training for a time and absence management system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide Extension District access to shared database reporting system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide in-office network technology, including servers, software, email and encryption capabilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide branding support services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q36 Based on item #15 from the MOU, rate County District's performance in these areas:

	Not acceptable (1)	Needs attention (2)	Acceptable (3)	Effective (4)	Highly effective (5)	Don't know/not applicable (6)
Follow Office of State Auditor guidelines on management of public funds. (Iowa Code Chapter 12C).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintain financial records consistent with Code of Iowa – Ch. 176A.8.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q37 Thinking about items 12, 13, and 15 that you just responded to, please enter any additional comments.

Q38 Do you feel the current regional/county structure (Model 1, 2, 3) is working?

- Yes
- No
- Unsure

Q39 Please add comments below.

Q40 Is your Two-Way Scorecard county report useful?

- Yes
- No
- Unsure

Q41 Please add comments below.

Q42 Please rate the ISU and County Extension District partnership overall.

- Not acceptable
- Needs attention
- Acceptable
- Effective
- Highly effective
- Don't know/Not applicable

Q43 Are you satisfied with a three-year MOU timeframe? (For example, the current MOU was July 1, 2020 - June 30, 2023.)

- Yes
- No, three years is too long.
- No, three years is too short.
- Unsure

Q44 Please share any additional comments below.
