

ISU Extension and Outreach Two-Way Scorecard Communication Tool

Quarter 2 | October - December 2020

The goal of the Two-Way Scorecard (TWS) is to improve communication and accountability within the partnership between ISU Extension and Outreach and County Extension Districts by providing formal feedback to partners on a quarterly basis. The TWS is 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) and roles and responsibilities identified in Addendum A.

The Two-Way Scorecard is not intended to be a performance review of an individual; the annual performance review process is that mechanism. Rather this scorecard is about how Iowa State University and County Extension Districts are doing as partners. The responses provided in the Two-Way Scorecard will be published in individual county reports.

Preamble

The partnership between Iowa State University and the County Agricultural Extension District is built upon effective communication and mutual respect for what each party contributes to a system that educates and serves all lowans. The partnership pools many perspectives, understandings, experiences, and relationships to function as one system – Iowa State University Extension and Outreach – across the university, the state, and within counties.

Vision

ISU Extension and Outreach will advance land-grant values by engaging all lowans in solving today's problems and preparing for a thriving future.

Mission

ISU Extension and Outreach builds a strong Iowa by engaging all lowans in research, education, and extension experiences to address current and emerging real-life challenges.

The following questions are included in the Two-Way Scorecard; be prepared to provide answers and responses during the open survey time of January 4 – 18, 2021. Please note: 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.

Any council members who are unable to complete the survey electronically should contact their regional director to receive a hard copy to complete and return to Andrea Nelson at 2280 Beardshear, 515 Morrill Road, Ames, IA 50011. All mailed surveys must be received by January 18, 2021.

***This Two-Way Scorecard Communication Tool represents the time frame
of October 1 – December 31, 2020.***

Please submit this survey no later than 5:00 p.m. on January 18, 2021.

Please check the category that best describes your position.

- County Extension Council Member
 - County Extension District Employee
 - ISU Extension and Outreach Program Specialist
 - ISU Extension and Outreach Regional Director
 - Other _____
-

Write in the county this Two-Way Scorecard Communication Tool represents

For the following six categories, please provide your assessment of the effectiveness of the functions and responsibilities highlighted in the enclosed tables. Use a scale of 1 to 5, where 1 is not acceptable, 3 is acceptable, and 5 is highly effective. At the end of each table, it is very important you provide comments if you scored a question with a 1 or 2 (not acceptable or needs attention), but you may provide comments on any statement regardless of the score given.

Most of the questions reference a numbered section in the MOU Section IV. Division of Responsibility. A question may also reference Addendum A of the MOU that is specific to the Structured for Success model (1, 2, or 3) selected by the county. Finally, a question may refer to a best practice that is not specific in the MOU, but should still be evaluated and discussed.

Category A. Communication

We all have a role in improving communication within our organization to enhance the delivery of our mission. Effective communication is essential to successful working relationships.

In front of each question, write in the response that best describes your **communication** experiences and/or observations between

Don't Know/Not applicable (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
----------------------------------	-----------------------	------------------------	-------------------	------------------	-------------------------

- _____ Q1. Regional directors and county staff. (MOU Division of Responsibility #1)
- _____ Q2. Regional directors and councils. (MOU Division of Responsibility #1)
- _____ Q3. Specialists and county staff. (MOU Division of Responsibility #1)
- _____ Q4. Extension administration and local councils/staff. (MOU Division of Responsibility #1)
- _____ Q5. County Services, councils and county staff. (MOU Division of Responsibility #1)
- _____ Q6. Councils and staff regarding the Two-Way Scorecard report from quarter one 2020.

Additional feedback specifically requested for any not acceptable or needs attention responses, however all comments are welcome. If no additional comments, indicate N/A.

Category B. Human Resources

This section provided feedback on the effectiveness of each party in their responsibilities in human resource management. The responsibilities differ across the three county models.

In front of each question, write in the response that best describes your **human resources** experiences.

Don't Know/Not applicable (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
----------------------------------	-----------------------	------------------------	-------------------	------------------	-------------------------

- _____ Q1. County staff appropriately manages time as assigned.
- _____ Q2. Regional director spends appropriate time connecting with staff and councils. (Addendum A.1)
- _____ Q3. Regional director provides appropriate staff supervision and support. (Addendum A.2.a)
- _____ Q4. Human resource training and support for councils and staff is provided and participated in including best practices, technical support on FMLA, labor relations, and workplace discrimination. (MOU Division of Responsibility #13)

Additional feedback specifically requested for any not acceptable or needs attention responses, however all comments are welcome. If no additional comments, indicate N/A.

Category C. Programming

Research-based educational programming is the product that ISU Extension and Outreach produces and delivers. Programming support includes partnership development, stakeholder engagement, provision of information, content delivery, and infrastructure support.

In front of each question, write in the response that best describes your **programming** experiences and/or observations

Don't Know/Not Applicable (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
----------------------------------	-----------------------	------------------------	-------------------	------------------	-------------------------

- _____ Q1. ISU establishes state level relationships that increase capacity for local partners and are based on meaningful shared priorities and resources and capitalize on local partnerships. (MOU Division of Responsibility #2)
- _____ Q2. Follow a program planning process to identify and/or develop programs listed in the regularly updated catalog. Prioritize funding for educational programs that meet needs of lowans. (MOU Division of Responsibility #5)
- _____ Q3. Identify and share ongoing and emerging needs. (MOU Division of Responsibility #4)
- _____ Q4. County staff are trained to deliver and evaluate of approved programs. (MOU Division of Responsibility #5)
- _____ Q5. Program specialists coordinate with regional director and county staff to identify, deliver, and provide feedback on educational programs. (MOU Division of Responsibility #5)
- _____ Q6. Effectively market upcoming events and educational offerings.

Additional feedback specifically requested for any not acceptable or needs attention responses, however all comments are welcome. If no additional comments, indicate N/A.

Category D. Financial

Effective financial management includes appropriate budgeting, implementation of a budget plan, proper handling of receipts and accounts, pursuing and managing grants, and transparency.

In front of each question, write in the response that best describes your **financial** experiences and/or observations.

Don't Know/Not Applicable (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
-------------------------------------	-----------------------	------------------------	-------------------	------------------	-------------------------

- _____ Q1. Cash, credit card, and check handling follow county fiscal policy.
- _____ Q2. 4-H club accounts follow 4-H financial policy.
- _____ Q3. Provide and use shared system support for statewide financial accounting system; time and absence management system; and shared database (MyData) reporting system, licensing, training, and support; in-office network technology and IT hotline support; and branding support services. (MOU Division of Responsibility #15)

Additional feedback specifically requested for any not acceptable or needs attention responses, however all comments are welcome. If no additional comments, indicate N/A.

Category E. Operations

Operations refers to the day-to-day activities to fulfill our shared mission including supporting councils and regional directors in their respective roles, assuring accessibility for all lowans, background checks for staff and volunteers and maintaining a safe and welcoming office.

In front of each question, write in the response that best describes your **operations** experiences and/or observations.

Don't Know/Not Applicable (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
----------------------------------	-----------------------	------------------------	-------------------	------------------	-------------------------

- _____ Q1. Council feels adequately supported to make decisions.
- _____ Q2. Council decisions are implemented in a timely manner.
- _____ Q3. Posters and statements properly used. Civil rights plan, implementation, and audit reviewed and up to date.
- _____ Q4. Staff know what to do with a Reasonable Accommodations Request from a client.
- _____ Q5. Provide workspace in county office to visiting program specialist and other Extension staff.
- _____ Q6. Office and facility have professional appearance with proper branding and signage. Safety audit of office is conducted, and problems addressed. Insurance on building and contents reviewed and maintained.

Additional feedback specifically requested for any not acceptable or needs attention responses, however all comments are welcome. If no additional comments, indicate N/A.

Category F. Governance

Governance refers to how the elected council conducts its business and meets the legal requirements of a public board.

In front of each question, write in the response that best describes your **governance** experiences and/or observations.

Don't Know/Not Applicable (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
----------------------------------	-----------------------	------------------------	-------------------	------------------	-------------------------

- _____ Q1. State and federal rules explained effectively with timely updates.
- _____ Q2. Answers to questions provided promptly.
- _____ Q3. Open meeting laws followed. (MOU Section II.3 and III.2)
- _____ Q4. Council meetings run professionally and effectively.
- _____ Q5. Good attendance and participation at council meetings and sub-committees.

Additional feedback specifically requested for any not acceptable or needs attention responses, however all comments are welcome. If no additional comments, indicate N/A.