

ISU Extension and Outreach Two-Way Scorecard Communication Tool

Quarter 1 | July 1 – September 30, 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 Iowans. 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 Iowans in solving today's problems and preparing for a thriving future.

Mission

ISU Extension and Outreach builds a strong Iowa by engaging all Iowans 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 October 1 – 15, 2020.

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 October 15.

Which category best describes your position?

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

Responses to this Two-Way Scorecard represent which county? (Select your county from the list).

▼ Adair - Wright

If completing in paper form and mailing in, please write county name here: _____

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

Effective communication is essential to successful working relationships. This section refers to communication verbal or written between parties identified in the question.

Select the response that best describes your **communication** experiences.

	Don't Know (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
Q1.	Regional directors and county staff. (MOU #1)					
Q2.	Regional directors and councils. (MOU #1)					
Q3.	Specialists and county staff. (MOU #1)					
Q4.	Extension Administration, councils and county staff. (MOU #1)					
Q5.	County Services, councils and county staff. (MOU #1)					

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 Structured for Success models.

Select the response that best describes your **human resources** experiences.

Don't Know (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
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- Q1. Regional director provides appropriate staff supervision and support. (Addendum A.2.a)
- Q2. County employs qualified staff
- Q3. 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 #13)
- Q4. County staff budget time and resources to participate in training
- Q5. Council budgets time and resources to participate in training

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.

Select the response that best describes your **programming** experiences.

Don't Know (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
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- 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 #2)
- Q2. ISU builds partnerships across colleges and counties and engages with colleges to build capacity to deliver local/regional outreach based on meaningful shared priorities and resources. (MOU #2)

- Q3. Follow a program planning process to identify and/or develop programs listed in the regularly updated catalog. Prioritize funding for educational program that meet needs of lowans. (MOU #5)
- Q4. Identify and share ongoing and emerging needs. (MOU #4)
- Q5. Delivered authorized 4-H youth educational program. Use the federally protected 4-H name and emblem properly.
- Q6. Provide local support for program delivery; engage stakeholders, build partnerships, budget funds for programs and services
- Q7. Provide workspace and internet access for program specialists visiting the county office. (MOU #10)
- Q8. Coordinate between program leaders, regional director, and counties on housing specialists. Refer to the Guiding Principles: Housing an ISU Extension and Outreach Program Specialist in a County Office. (MOU #10)

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.

Select the response that best describes your **financial** experiences.

Don't Know (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
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- 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 #15)
- Q4. ISU shares annual statement of revenue generated and actual expenses incurred from shared support services. (MOU #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.

Please select the response that best describes your **operations** experiences.

Don't Know (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
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- Q1. Council feels adequately supported to make decisions. Council decision are implemented in a timely manner.
- Q2. Background checks conducted and approved in a timely manner. List of approved volunteers maintained. (MOU #11)
- Q3. Nominating committee and election procedures planned and followed in correct year and quarter.

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.

Select the response that best describes your **governance** experiences.

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

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