

# ISU Extension and Outreach Two-Way Scorecard Communication Tool

Quarter 3 | January – March 2021

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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 April 5 - 19, 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 April 19, 2021.

***This Two-Way Scorecard Communication Tool represents the time frame of  
January 1 – March 31, 2021.***

***Please submit this survey no later than 5:00 p.m. on April 19, 2021.***

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

▼ Adair - Wright

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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**

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.

Select the response that best describes your **communication** experiences and/or observations between

Don't Know (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
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- \_\_\_ 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/county staff. (MOU Division of Responsibility #1)
- \_\_\_ Q5. County Services, councils and county staff. (MOU Division of Responsibility #1)
- \_\_\_ Q6. Discussion of Two-Way Scorecard from the previous 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 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.

Select the response that best describes your **human resources** experiences and/or observations between

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

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 and/or observations

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 Division of Responsibility #2)
- \_\_\_ Q2. County staff trained to deliver approved programs (MOU Division of Responsibility #5)
- \_\_\_ Q3. Work with program specialists to identify reputable programs that address local needs or develop programs locally and have them reviewed as outlined in the Curriculum Review process
- \_\_\_ Q4. Provide local support for program delivery; engage stakeholders, build partnerships, budget funds for programs and services
- \_\_\_ Q5. Provide workspace and internet access for program specialists visiting the county office. (MOU Division of Responsibility #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 and/or observations.

Don't Know (0)	Not Acceptable (1)	Needs Attention (2)	Acceptable (3)	Effective (4)	Highly Effective (5)
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- \_\_\_ Q1. Annual budget properly prepared in timely fashion. (MOU Division of Responsibility #15)
- \_\_\_ Q2. Cash, credit card, and check handling follow county fiscal policy
- \_\_\_ Q3. 4-H club accounts follow 4-H financial policy
- \_\_\_ Q4. Provide and use shared system support for statewide financial accounting system; time and absence management system; 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.

Please select the response that best describes your **operations** experiences and/or observations.

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.
- \_\_\_ Q2. Council decision are implemented in a timely manner.
- \_\_\_ Q3. Background checks conducted and approved in a timely manner. List of approved volunteers maintained. (MOU Division of Responsibility #11)

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 and/or observations.

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. Document retention and personnel policy up-to-date
- \_\_\_ Q4. Auditor reports filed on time

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

Thank you for completing the Two-Way Scorecard. This is your last opportunity to go back to change any answers or provide any general feedback. Once you advance from this screen, the survey will be submitted. (If no feedback, indicate N/A).