



**ENGAGEMENT
AND EXTENSION
COLORADO STATE UNIVERSITY**

Highlights from 2022-2023 Public Officials Satisfaction Survey

**CSU Extension and Off-Campus Services
in Colorado**

Published July 2023

Summary

For the past fifteen years, the Office of Engagement and Extension has surveyed county commissioners to seek input into services provided and overall satisfaction in counties where CSU Extension has offices or provides services. In 2020, we shared an abbreviated survey version with a broader group of state and local officials to assess perceptions of CSU's off-campus services.

The Office of Engagement and Extension focuses its work with counties, communities, partners and stakeholders in five areas: agriculture and food systems, community and economic development, natural resources and sustainability, youth and families, and health and wellbeing. The majority of survey respondents agreed with the statement, 'I see potential to work together with CSU in these areas.'

Respondents also commented on investment in staff. On January 1, 2023, CSU Extension staff delivering various projects and programs became faculty, recognizing their roles and contributions in communities to educate, create and connect.

A general decline in awareness was reported. Several areas were identified as opportunities in the comments to expand awareness, including:

- Urban programming and resources
- Connections to research on local needs and issues
- CSU efforts in support of rural community priorities
- Economic development and other topic area surveys
- 4-H programs
- CSU offerings and opportunities, including online degrees, courses and certificates.

These areas will be considered in our future planning, building on our existing priorities:

- To offer high-quality, accessible education online, hybrid, and face-to-face.
- Connect to Colorado Communities through meaningful partnerships and programs.
- Support applied research and engagement.
- Expand lifelong learning opportunities, including Extension educational programs.

For additional information on the planning process or our surveys, visit engagement.colostate.edu.

87%

Eighty-seven percent of county respondents agree that CSU Extension meets the needs of their county

82%

Over 82% agree that CSU Extension and CSU's off-campus services and units help improve the quality of life in Colorado

2022-2023 Survey Highlights

In 2023, we revised the survey to be more inclusive of our impact areas for targeted improvement areas moving forward and continue providing actionable insights. Some critical indicators included in previous surveys compare general satisfaction levels.

69%

Awareness: Extremely Familiar or Very Familiar

69% of Respondents are Extremely Familiar or Very Familiar with CSU Extension.



Trustworthiness, Helpfulness, and Timeliness

Trustworthiness, helpfulness, and timeliness are the highest rated aspects (ideal or close to ideal) of **information provided by CSU Extension** (County Commissioners).



Trustworthiness and Helpfulness

Highest rated aspects (ideal or close to ideal) of information provided by CSU **programs and services** (County Commissioners).



Professionalism, Responsiveness, and Effectiveness*

Highest rated levels of agreement (strongly agree and somewhat agree) about **CSU Extension Personnel**.

**They demonstrate professionalism; they are responsive; they are an effective resource; they help improve the quality of life of their community*

91%

Cost Efficient

91% of County Commissioners rated the cost efficiency of CSU Extension as **Excellent or Good**.



Emerging Issues

The top 3 near future issues identified by respondents were **Community leadership training**, **Maintaining county government**, and **Supporting an aging population**



Highest Ranked Issues

Respondents ranked **Animal, plant, and human health**, **Safe and secure food systems and access to nutrition**, and **Sustainable ecosystems and water resources** as the top 3 issues facing their communities.

Methodology Overview

For the past fifteen years, the Office of Engagement and Extension has surveyed county commissioners to seek input into services provided and overall satisfaction in counties where CSU Extension has offices or services.

In 2020, an abbreviated survey was also distributed to a broader group of state and local public officials to assess perceptions of CSU off-campus services. Off-campus services defined in the survey include CSU Extension, Colorado State Forest Service, Agriculture Experiment Station, CSU Online, student learning placements/internships, and engaged (collaborative) research with communities.

The confidential surveys were available for responses in May 2023. CSU's Office of Institutional Research, Planning and Effectiveness facilitated the surveys using a web-based tool that invited participants via email with a letter from the Colorado State University president.

The questions in both surveys included rating various items on 5-point scales (ex: strongly agree to strongly disagree), ranking the top 3 issues for the respondent's respective county/area, identifying which issues are emerging issues (currently, soon, and in the more distant future), and two open-ended questions where respondents could comment on ways CSU can help address the issues and anything else to share about CSU Extension.

Questions in the County Commissioners' survey only rated various aspects of the information and programs/services provided by CSU Extension and the cost efficiency of CSU Extension. Page 3 identifies these highlights with "County Commissioners" in parentheses.

About thirty percent of commissioners from counties where CSU has Extension offices or provides Extension services responded to the survey. Additionally, 16% of state and local public officials provided feedback and input.

For additional information on the planning process or our surveys, visit engagement.colostate.edu.