



**ENGAGEMENT  
AND EXTENSION  
COLORADO STATE UNIVERSITY**

# **Highlights from 2021 Public Officials Satisfaction Survey**

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

Published July 2023

# Summary

In 2020 and 2021, the Office of Engagement and Extension conducted a statewide community needs assessment process. Incorporating insights from this survey, four priorities surfaced that also resonate nationally for the future of land-grant universities:

- 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 the past fourteen 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. This year's survey also asked for input into these priorities. Page three of this document outlines highlights of the survey. Additional information on the methodology is available on page 4.

The Office of Engagement and Extension initially identified learning outcomes to help individuals and communities thrive in three areas: Thriving, Resilient Communities; Healthier Lives and Well-Being; and Sustainable Ecosystems. The majority of respondents identified opportunity in the statement "I see potential to work together with CSU in these areas." These areas also are identified as emerging issues, and the Office of Engagement and Extension will include in areas of continued focus:

- Expand awareness of and reach to education, programs and services
- Support student and learner success and access
- Expand our collaboration with partners and communities in support of local needs
- Elevate the investments made by the CSU System as part of the rural initiative, including accessible education, improved health, vibrant communities and thriving economies/food and agriculture.

For additional information on the planning process or our surveys, visit [engagement.colostate.edu](http://engagement.colostate.edu).

**89%**

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

**93%**

**Over 93% agree that CSU Extension and CSU's off-campus services and units help improve the quality of life in Colorado**

# 2021 Survey Highlights

In 2021, we revised the survey to include 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.

78%

## Awareness: Extremely Familiar or Very Familiar

78% of Respondents are Extremely Familiar or Very Familiar with CSU Extension, a 13% increase year over year.

---



## Trustworthiness, Helpfulness, and Relevancy

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



## Trustworthiness, Accuracy, and Relevancy

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

---



## Expertise, Professionalism, Collaboration\*

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

*\*They share their expertise; they are experts in their field; they demonstrate professionalism; they work collaboratively; they are responsive*

---

89%

## Cost Efficient

89% of County Commissioners rated the cost efficiency of CSU Extension as **Excellent or Good**.

---



## Emerging Issues

The top 3 near future issues identified were **college access, community leadership training, and emergency preparedness and management** (County Commissioners) and **maintaining county government services, family financial stability, and sustainable environment** (Public Officials).



## Highest Ranked Issues

Both Commissioners and Public Officials ranked **environmental health and climate change** and **sustainable ecosystems and water resources** as the top 2 issues facing their communities.

# Methodology Overview

For the past fourteen 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, 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 September 2021. 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 seventeen percent of commissioners from counties where CSU has Extension offices or provides Extension services responded to the survey. Additionally, 9% of state and local public officials provided feedback and input.

For additional information on the planning process or our surveys, visit [engagement.colostate.edu](http://engagement.colostate.edu).