

Soil and Water Conservation District
Completed by:

Section 9	Customer Service		
<i>Element</i>	<i>Discussion question</i>	<i>Yes</i>	<i>No</i>
District philosophy or culture	1. Does the district have a customer service policy that includes: a. Communication standards (e.g. phone and email etiquette)? b. Timeliness of response? c. Referral to partner agencies? d. Other? (Please list) <div style="border: 1px solid black; height: 15px; width: 100%; margin-top: 5px;"></div>	—	—
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	2. Does the district have a system to prioritize technical assistance requests?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3. Does the district have a procedure to respond to a report of poor customer service?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<i>Comments/assistance requested</i>			
Role within the Service Center	1. Does the district have policy about how directors and staff interact with co-located agencies?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	2. Does the board regularly review agreements with service center partners?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<i>Comments/assistance requested</i>		

Additional Observations and Comments		
Are there topics, issues or concerns you would like to address that are not included in this self-assessment worksheet?		
If yes, please describe here: 		
Are there unique district accomplishments, activities, or services you want to bring to our attention?		
If yes, please describe here: 		

Thank you.