

**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)	—	—
		■	■
		■	■
		■	■
	2. Does the district have a system to prioritize technical assistance requests?	■	■
	3. Does the district have a procedure to respond to a report of poor customer service?	■	■
	<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?	■	■
	2. Does the board regularly review agreements with service center partners?	■	■
	<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.