

**U.S. Department of Agriculture
Forest Service Research and Development
Customer Satisfaction Survey**

Final Report
June 2009



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EXECUTIVE SUMMARY

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Overall Findings

- Customer satisfaction with USDA Forest Service R&D as measured by the ACSI increased 3 points in 2009 to 75. This score is in line with satisfaction indices from other federal government information providers, which typically score in the 70s and is above the federal aggregate score of 69.
- Respondents were asked about the Organizational Unit that they use most frequently. One-quarter (25%) mentioned the Northern Research Station and 21% mentioned Rocky Mountain Research Station. Pacific Northwest was used most frequently by 15% and Southern Research Station by 14% of respondents. No other Organizational Unit received more than 6% of mentions.
- With respect to the Strategic Program Areas with which respondents were most closely aligned, Resource Management and Use received the most mentions (38%). Three SPAs, Inventory and Monitoring (12%), Wildlife and Fish (11%), and Invasive Species (11%), were mentioned in nearly the same proportion. No other SPA received more than 9% of mentions.
- Satisfaction scores were also calculated for Strategic Program Areas used by customer and by the Organizational Unit that the customer interacted with the most. For Strategic Program Areas scores ranged from 72 for Inventory and Monitoring to 79 for Water, Air and Soil. Satisfaction scores by Organizational Unit used ranged from 69 for the Washington Office to 83 for the International Institute of Tropical Forestry.
- In addition to measuring overall satisfaction, drivers of satisfaction were evaluated for their overall level of performance and the impact they have on satisfaction. The USDA Forest Service R&D Staff was rated the highest of all satisfaction driver areas. Respondents thought that the Staff was courteous, knowledgeable and timely in their responses.
- The Products and Services themselves received strong ratings from customers as well.
 - Products received their highest ratings for being an authoritative source and scientifically sound. Customers' ratings also indicate that the Products are accurate, comprehensive and easy to understand.
 - Services high scores reflect very positive ratings of the presenter or consultant. Customers viewed the presenters and consultants as subject matter experts who were able to answer their questions. Information was presented in a clear manner and was useful to the participant.
- Relevance and Quality of products and services had the highest impact on satisfaction. This area included the products and services addressing customer problems, providing solutions and anticipating emerging problems. While scores for the area of Relevance and Quality were fairly solid, relative to other drivers of satisfaction it was one of the lowest rated areas. Thus, focusing on the Relevance and Quality of products and services as it relates to addressing customer problems, providing solutions and anticipating emerging problems should be a priority area to address in order to improve satisfaction.
- Communication was an area that had a relatively low impact on satisfaction. Information measured Forest Service R&D's efforts to inform users about the availability of new products, recent information releases and schedules for events such as conferences and workshops. Overall, this was the lowest rated area. However, given its low impact on satisfaction Communication should not be a high priority for improvement.

- With respect to individual Strategic Program Areas (SPAs) scores were relatively consistent across all SPAs. There were a couple of areas concerning Inventory and Monitoring that scored lower than other SPAs – products being easy to understand and communications about availability of new offerings and recently released articles, reports and newsletters.

Recommendations

- Focusing on those areas that have a high impact on satisfaction and are lower performing is recommended in order to improve customer satisfaction. The Relevance and Quality of the products and services of Forest Service R&D should be the highest priority. Customers seek products and services that will address their problems, help them anticipate emerging problems and provide detailed, workable solutions.
- As a secondary priority, Accessibility to products and services should be addressed. While respondents gave relatively high scores to the design and presentation of material, ease of finding information may be an opportunity to improve.
- The Staff of Forest Service R&D was viewed as knowledgeable and responsive. Maintain the current levels of performance in this area.
- Respondents were asked the most important area for Forest Service R&D to focus on to improve customer service. No single answer received a majority of the responses. Only three areas received at least 15% of the responses. Make more publications, especially older legacy publications available online was mentioned by 20%. This was followed by increase the capacity to do research (18%) and focus R&D on questions raised by natural resource managers (15%). Forest Service R&D may want to consider these areas for potential action items.
- With respect to specific areas to target with Forest Service R&D SPAs, most scores were consistent across SPAs. This was especially true for the Products and Services areas, which were evaluated. However, for the Inventory and Monitoring SPA, products being easy to understand may be a Product area to address.

Chapter I

Introduction & Methodology

The American Customer Satisfaction Index (ACSI) is the national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of customer satisfaction. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries, more than 200 private-sector companies, two types of local government services, the U.S. Postal Service, and the Internal Revenue Service. ACSI has measured more than 100 programs of federal government agencies since 1999. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust).

ACSI is produced by the University of Michigan in partnership with CFI Group, and the American Society for Quality. This report was produced by CFI Group in collaboration with the University of Michigan. If you have any questions regarding this report, please contact CFI Group at 734-930-9090.

A. Overview of ACSI Methodology

The model on page 14 illustrates the multi-equation, cause-and-effect econometric model that the ACSI uses. Data that are used to run the model comes from surveys of customers of each measured company/agency. For private-sector industries, company scores for the satisfaction index and other model components are weighted by company revenues to produce industry indices. Industry indices are weighted by industry revenues to produce economic sector indices. The sector indices, in turn, are weighted by the sector's contribution to the Gross Domestic Product (GDP) to produce the national ACSI. For the public sector (i.e., the federal government agencies), each agency is weighted by the budget expended on activities for the chosen customer segment to produce a federal government ACSI score. The ACSI for the private sector is updated on a rolling basis, with data collected each quarter from 1-2 sectors to replace data from the prior year. Each company or agency is measured annually.

Every federal government agency serves many segments of the public and interacts with both internal and external users. For the first year of ACSI measurement, each agency was asked to identify a major customer segment central to its mission for which to measure satisfaction and the causes and effects of satisfaction. In the years following the initial measurement, government agencies continue to focus on customer segments of similar importance in their studies of customer satisfaction.

B. Segment Choice

This report is about the Forest Service Research and Development 2009 segment. This segment includes individuals who contacted the Forest Service Research and Development organization to obtain products and services.

C. Customer Sample and Data Collection

The Forest Service Research and Development (FS R&D) organization provided lists of names and email addresses for customers who had contacted FS R&D. A total of 11,102 people were invited to take the survey. Data were collected from 3/31/09 through 4/27/09. A total of 1646 answered the survey and 1,173 were eligible to be included in analysis. The overall response rate for the survey was 10.5%.

With respect to respondent's organizations there was a representation across private and public sectors. Half of the respondents were with government as 27% were with a federal agency and 23% were with a state or local agency. Another 21% were with a college or university. Businesses or commercial organizations accounted for 11% of respondents and non-profits were 9%. Of those 27% who were with a federal agency, just over half (56%) were with the USDA Forest Service. However, anyone with the R&D Deputy area was not surveyed.

Similar to 2006, about half (49%) of the respondents were in the primary role as technical or professional and 15% identified themselves as a researcher.

D. Questionnaire and Reporting

The questionnaire used is shown in Appendix A. It was designed to be agency-specific in terms of activities, outcomes, and introductions to the questionnaire and specific question areas. However, it follows a format common to all the federal agency questionnaires that allow cause-and-effect modeling using the ACSI model.

Most of the questions in the survey asked the respondent to rate items on a 1-to-10 scale, where "1" is "poor" and "10" is "excellent." Scores are converted to a 0-to-100 scale for reporting purposes. Appendix B contains the percentage responses to "non-modeled" questions. Appendix C contains score tables for all questions at an aggregate level and segmented by selected groups. Appendix D contains verbatim comments to the responses for open-ended questions. All frequencies to questions in the report are included in Appendix E.

Chapter II

ACSI Results

A. Model Indices

The government agency ACSI model is a variation of the model used to measure private-sector companies. Both were developed at the National Quality Research Center of the University of Michigan Business School. Whereas the model for private sector, profit-making companies measures Customer Loyalty as the principal outcome of satisfaction (measured by questions on repurchase intention and price tolerance), each government agency defines the outcomes most important to it for the customer segment measured. Each agency also identifies the principal activities that interface with its customers. The model provides predictions of the impact of these activities on customer satisfaction.

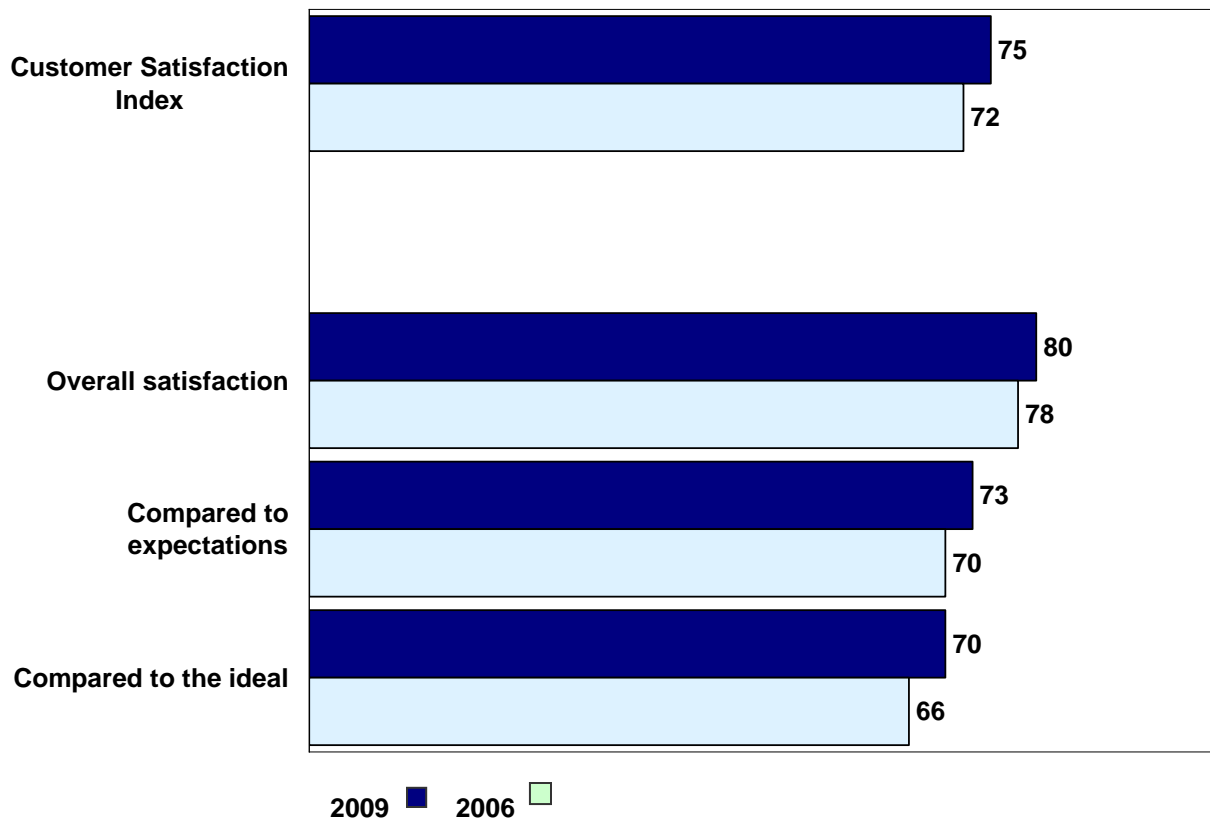
The Forest Service Research and Development model, illustrated on page 14, should be viewed as a cause-and-effect model that moves from left to right, with satisfaction (ACSI) in the middle. The rectangles are multi-variable components that are measured by survey questions. The numbers in the upper right corners of the rectangles represent the strength of the effect of the component on the left to the one to which the arrow points on the right. These values represent "impacts." The larger the impact value, the more effect the component on the left has on the one on the right. The meanings of the numbers shown in the model are the topic of the rest of this chapter.

B. Customer Satisfaction (ACSI)

The **Customer Satisfaction Index (CSI)** is a weighted average of three questions, SAT1, SAT2, SAT3 in the questionnaire in Appendix A. The questions are answered on a 1-to-10 scale and converted to a 0-to-100 scale for reporting purposes. The three questions measure: Overall satisfaction (SAT1); Satisfaction compared to expectations (SAT2); and Satisfaction compared to an “ideal” organization (SAT3). The model assigns the weights to each question in a way that maximizes the ability of the index to predict changes in agency satisfaction.

The 2009 Customer Satisfaction Index (CSI) for Forest Service Research and Development is 75 on a 0-100 scale. The 3-point increase from 2006 is statistically significant (at a 90% level of confidence). This is 6 points above the latest federal government ACSI of 69.

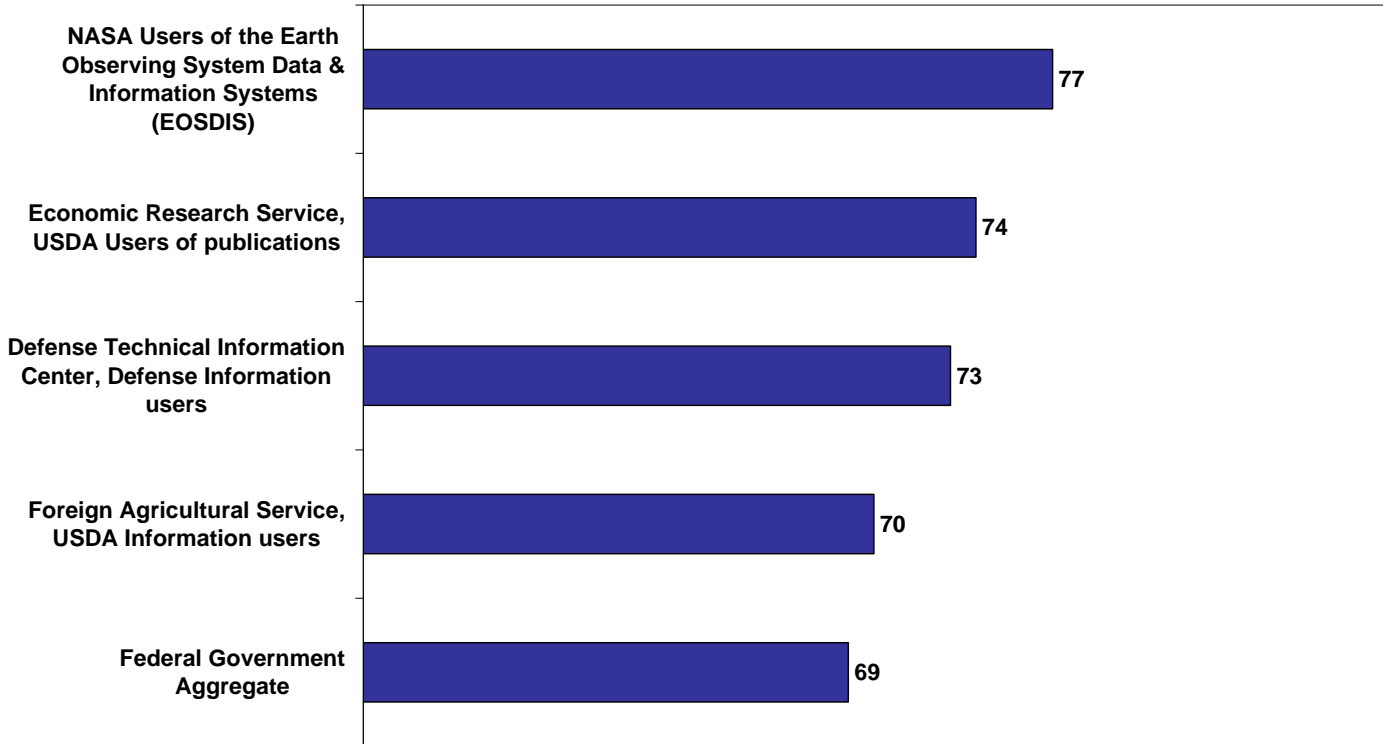
Customer Satisfaction Index – Aggregate Scores 2009 vs. 2006



N=1,173

Satisfaction Indices in the 70s are typical for federal government agencies that are information providers. Below are scores from other federal government information providers from 2008 studies. Note the federal government aggregate is a score derived from a survey of U.S. citizens about their satisfaction with all services provided by the federal government.

Customer Satisfaction Index Benchmarks – Information Providers



Customer Satisfaction by Strategic Program Area (SPA) ranged from 72 to 79. Significant differences are noted in the table below. Water, Air and Soil was rated significantly higher than Inventory and Monitoring and Resource Management.

Customer Satisfaction Index – Scores by SPA

	Wildland Fire		Invasive Species		Outdoor Recreation		Water, Air and Soil		Wildlife and Fish		Inventory and Monitoring		Resource Management	
	A		B		C		D		E		F		G	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
Customer Satisfaction Index	75		75		78		79	FG	76		72	D	75	D
Overall satisfaction	81		81		82		85		81		78		80	
Compared to expectations	73		72		74		76	F	74		71	D	73	
Compared to the ideal	70		71		75	F	75	FG	71		67	CD	70	D

Letters indicate a significant difference from Strategic Program Area (SPA) at a 95% level of confidence: A=Wildland Fire (n=107), B=Invasive Species (n=129), C=Outdoor Recreation (n=43), D=Water, Air and Soil (94), E=Wildlife and Fish (n=132), F=Inventory and Monitoring (n=140), G=Resource Management and Use (n=449).

Satisfaction scores vary by the Organizational Unit used by the respondent with scores ranging from 69 for the Washington Office to 83 for the International Institute of Tropical Forestry. Northern, International Institute of Tropical Forestry, Rocky Mountain and Southern scored significantly higher than 3 Organizational Units, Pacific Northwest, Pacific Southwest and Washington Office.

Customer Satisfaction Index – Scores by Organizational Units

	Forest Products Laboratory		Northern Research Station		Pacific Northwest Research Station		Pacific Southwest Research Station		International Institute of Tropical Forestry		Rocky Mountain Research Station		Southern Research Station		Washington Office	
	A		B		C		D		E		F		G		H	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
Customer Satisfaction Index	74		76	CDH	72	BEFG	70	BEFG	83	CDH	77	CDH	77	CDH	69	BEFG
Overall satisfaction	79	E	81	CH	78	BEFG	77	EFG	88	ACDH	83	CDH	82	CDH	74	BEFG
Compared to expectations	73		73	CD	69	BEFG	68	BEFG	80	CDH	75	CDH	75	CDH	68	EFG
Compared to the ideal	70		70	DH	67	EFG	64	BEFG	78	CDH	73	CDH	72	CDH	63	BEFG

Letters indicate a significant difference from Organizational Unit at a 95% level of confidence: A=Forest Products Laboratory (n=72), B=Northern Research Station (n=294), C=Pacific Northwest Research Station (n=175), D=Pacific Southwest Station (n=72), E=International Institute of Tropical Forestry (n=22), F=Rocky Mountain Research Station (n=250), G=Southern Research Station (n=165), H=Washington Office (n=38).

C. Forest Service R&D Customer Satisfaction Model

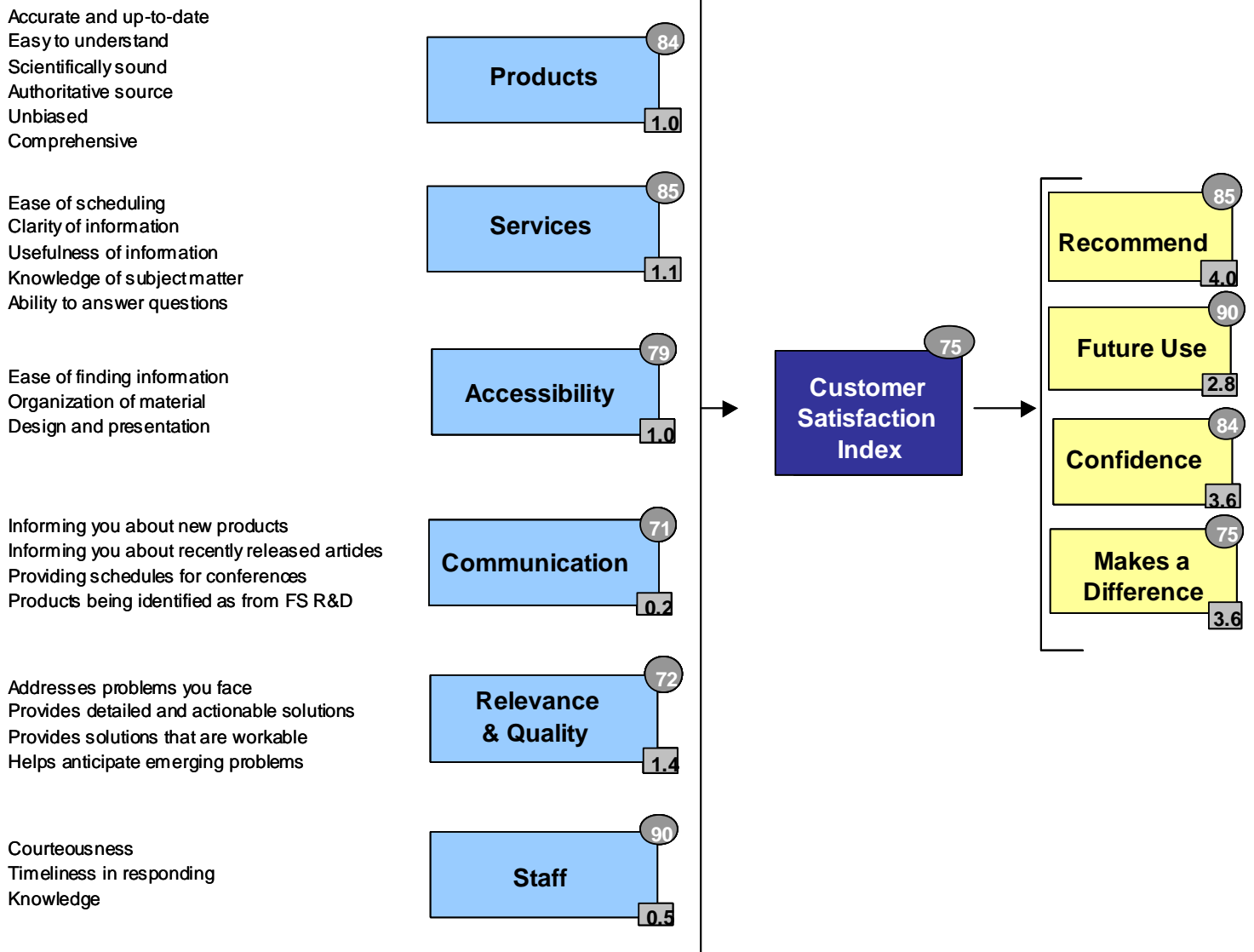
Attribute scores are the mean (average) respondent scores to each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-to-10 scale with “1” being “poor” and “10” being “excellent.” CFI Group converts the mean responses to these items to a 0-to-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with 0 meaning “poor” and 100 meaning “excellent.”

A component score is the weighted average of the individual attribute ratings given by each respondent to the questions presented in the survey. A score is a relative measure of performance for a component, as given for a particular set of respondents. In the model illustrated on the next page, the component area “Staff” is an index of the ratings of the three questions (“courteousness,” “timeliness in responding”, and “knowledge”).

Impacts should be read as the effect on the subsequent component if the initial driver (component) were to be improved or decreased by five points. For example, if the score for Staff increased by 5 points (90 to 95), Customer Satisfaction would increase by the amount of its impact, 0.5 points, (from 75 to 75.5). If the driver increases by less than or more than five points, the resulting change in satisfaction would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by 5 points the related improvement in satisfaction will be the sum of the impacts.

As with scores, impacts are also relative to one another. A low impact does not mean a component is unimportant. Rather, it means that a five-point change in that one component is unlikely to result in much improvement in Satisfaction at this time. Therefore, components with higher impacts are generally recommended for improvement first, especially if scores are lower for those components.

2009 Forest Service Research and Development Customer Satisfaction Model



N= 1,173

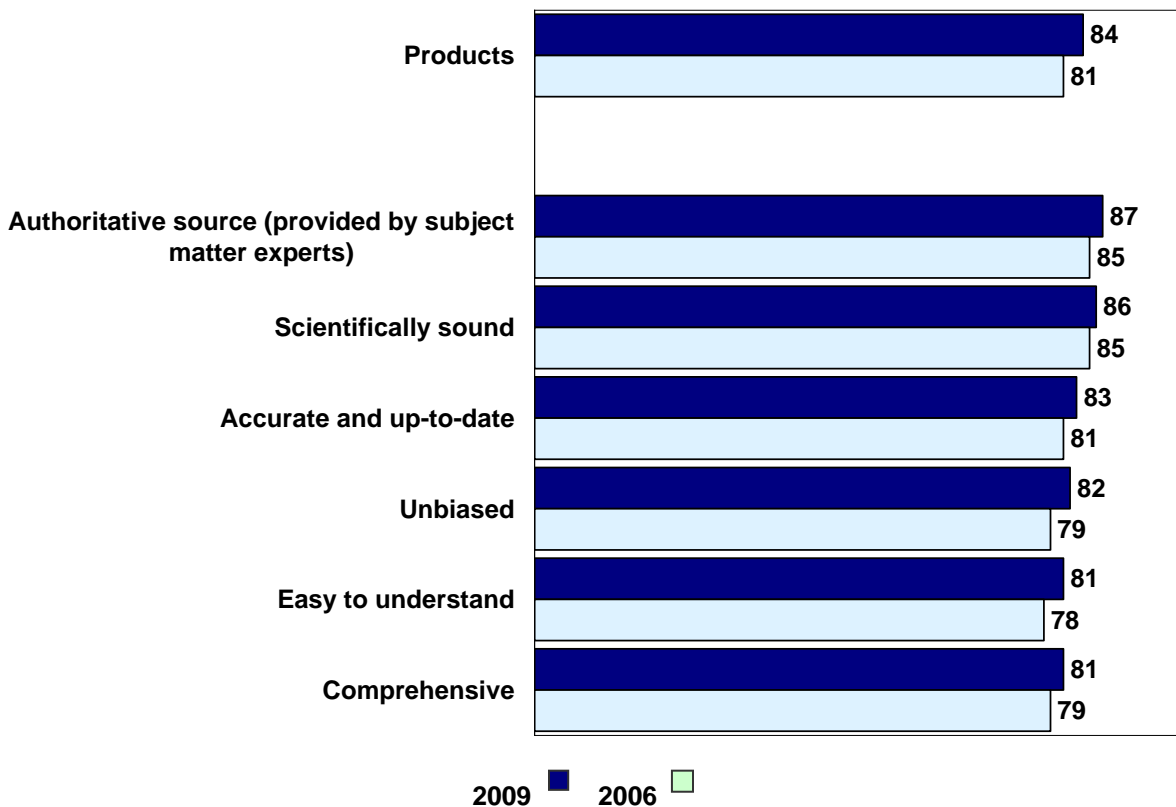
D. Drivers of Customer Satisfaction

Products

Impact 1.0

Forest Service R&D Products continue to be positively rated with overall scores increasing from the 2006 measure of 81 to 84. Scores were highest for the USDA Forest Service R&D being an authoritative source and being scientifically sound with scores of 87 and 86, respectively. Ratings for being accurate and up-to-date (83) and unbiased (82) were positive as well. Content was found to be easy to understand (81) and comprehensive (81). Products have a moderate impact on satisfaction with an impact value of 1.0.

Products – Aggregate Scores 2009 vs. 2006



N=1,160

Scores for Products by Strategic Program Areas (SPAs) showed no significant differences between SPAs with scores only ranging from 83 to 85 at the component level. For two of the attributes under Products, accurate and up-to-date and easy to understand, there were some significant differences observed. Most of these differences involved the Inventory and Monitoring SPA, which scored significantly lower than 3 other SPAs for being accurate and up-to-date and scored lower than all 6 other SPAs for being easy to understand.

Products – Scores by SPAs

Products	Wildland Fire		Invasive Species		Outdoor Recreation		Water, Air and Soil		Wildlife and Fish		Inventory and Monitoring		Resource Management	
	A		B		C		D		E		F		G	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
	84		85		84		85		85		83		83	
Accurate and up-to-date	84		85	F	84		85	F	86	FG	80	BDE	83	E
Easy to understand	81	F	84	FG	83	F	84	F	83	F	77	ABCDE	80	BF
Scientifically sound	87		86		85		88		87		86		86	
Authoritative source (provided by subject matter experts)	88		88		87		87		88		87		87	
Unbiased	82		84		80		83		82		84		81	
Comprehensive	81		84		84		80		84		82		81	

Letters indicate a significant difference from Strategic Program Area (SPA) at a 95% level of confidence: A=Wildland Fire (n=107), B=Invasive Species (n=129), C=Outdoor Recreation (n=43), D=Water, Air and Soil (94), E=Wildlife and Fish (n=132), F=Inventory and Monitoring (n=140), G=Resource Management and Use (n=449).

Scores for Products by Organizational Unit showed no significant differences at the component level with scores for Products ranging between 80 (Pacific Southwest) and 90 (International Institute of Tropical Forestry). For two of the attributes under Products, Unbiased and Comprehensive, there were some significant differences observed. Significant differences among Organizational Units are noted in the table below.

Products – Scores by Organizational Units

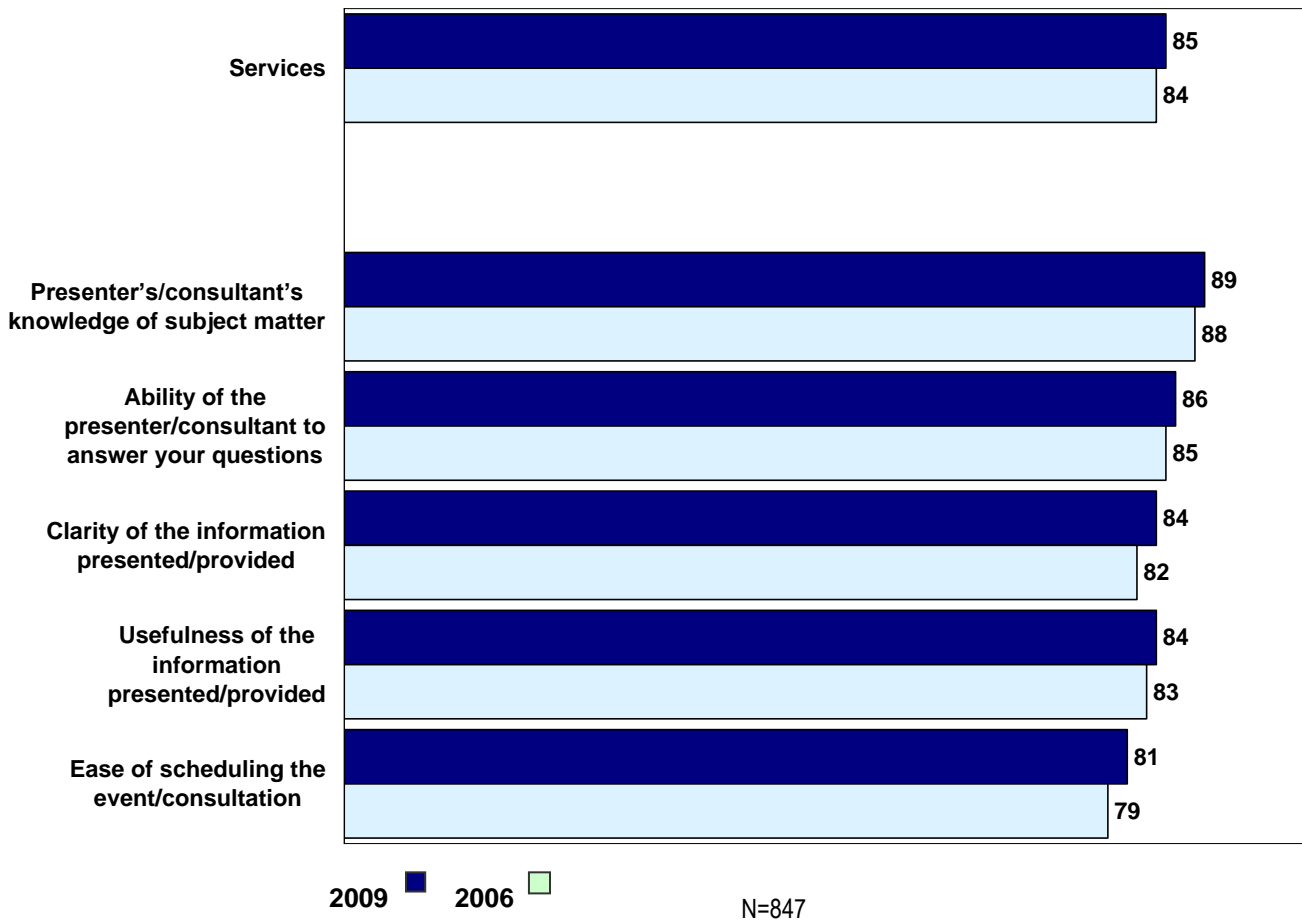
	Forest Products Laboratory		Northern Research Station		Pacific Northwest Research Station		Pacific Southwest Research Station		International Institute of Tropical Forestry		Rocky Mountain Research Station		Southern Research Station		Washington Office	
	A		B		C		D		E		F		G		H	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
Products	83		84		82		80		90		84		86		82	
Accurate and up-to-date	79		83		84		80		87		84		84		80	
Easy to understand	81		80		80		80		88		82		83		77	
Scientifically sound	85		87		85		82		90		87		88		86	
Authoritative source (provided by subject matter experts)	85		87		85		84		94		87		88		85	
Unbiased	83		85	CDF	78	BEG	78	BEG	88	CD	80	BG	85	CDF	80	
Comprehensive	82		82		79	EG	78	EG	89	CD	82		84	CD	81	

Letters indicate a significant difference from Organizational Unit at a 95% level of confidence: A=Forest Products Laboratory (n=72), B=Northern Research Station (n=294), C=Pacific Northwest Research Station (n=175), D=Pacific Southwest Station (n=72), E=International Institute of Tropical Forestry (n=22), F=Rocky Mountain Research Station (n=250), G=Southern Research Station (n=165), H=Washington Office (n=38).

Services
Impact 1.1

Customers continue to rate Services highly with a score of 85 overall. This is one-point higher than in the previous measure conducted in 2006. Presenter’s or consultant’s knowledge of subject matter was the greatest strength in this area (89). Along those same lines, presenter’s or consultant’s ability to answer questions also rated highly (86). Information was presented clearly (84) and found to be useful (84). While ease of scheduling the event or consultation was the lowest scoring item in this area, with a score of 81 respondents are indicating that scheduling is not much of an issue. Services have a similar impact on customer satisfaction as products with an impact value of 1.1.

Services - Aggregate Scores 2009 vs. 2006



Scores for Services by SPAs showed no significant differences between SPAs, with scores only ranging from 83 to 87 at the component level. For none of the attributes under Services were there any significant differences found between SPAs.

Services – Scores by Strategic Program Areas (SPAs)

Services	Wildland Fire		Invasive Species		Outdoor Recreation		Water, Air and Soil		Wildlife and Fish		Inventory and Monitoring		Resource Management	
	A		B		C		D		E		F		G	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
Ease of scheduling the event/consultation	80		82		78		81		81		82		81	
Clarity of the information presented/provided	86		84		81		86		84		83		85	
Usefulness of the information presented/provided	86		85		81		85		84		84		85	
Presenter's/consultant's knowledge of subject matter	89		88		88		90		88		89		90	
Ability of the presenter/consultant to answer your questions	86		87		85		88		87		86		87	

Letters indicate a significant difference from Strategic Program Area (SPA) at a 95% level of confidence: A=Wildland Fire (n=107), B=Invasive Species (n=129), C=Outdoor Recreation (n=43), D=Water, Air and Soil (94), E=Wildlife and Fish (n=132), F=Inventory and Monitoring (n=140), G=Resource Management and Use (n=449).

Scores for Services by Organizational Unit showed some significant differences at the component level with scores ranging between 80 (Washington Office) and 92 (International Institute of Tropical Forestry). All significant differences among Organizational Units are shown in the table below.

Services – Scores by Organizational Units

Services	Forest Products Laboratory		Northern Research Station		Pacific Northwest Research Station		Pacific Southwest Research Station		International Institute of Tropical Forestry		Rocky Mountain Research Station		Southern Research Station		Washington Office	
	A		B		C		D		E		F		G		H	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
	85		87	CH	83	BEG	84		92	CH	86	H	87	CH	80	BEFG
Ease of scheduling the event/consultation	82	H	83	CH	76	BFG	81	H	85	H	81	CH	84	CH	71	ABDE FG
Clarity of the information presented/provided	84		86		82		81		91		85		85		79	
Usefulness of the information presented/provided	85		85	CH	82	BEG	83	E	93	CDH	86	H	86	CH	78	BEFG
Presenter's/consultant's knowledge of subject matter	87		90		87		88		94		89		89		84	
Ability of the presenter/consultant to answer your questions	87		88		84		85		92		88		87		82	

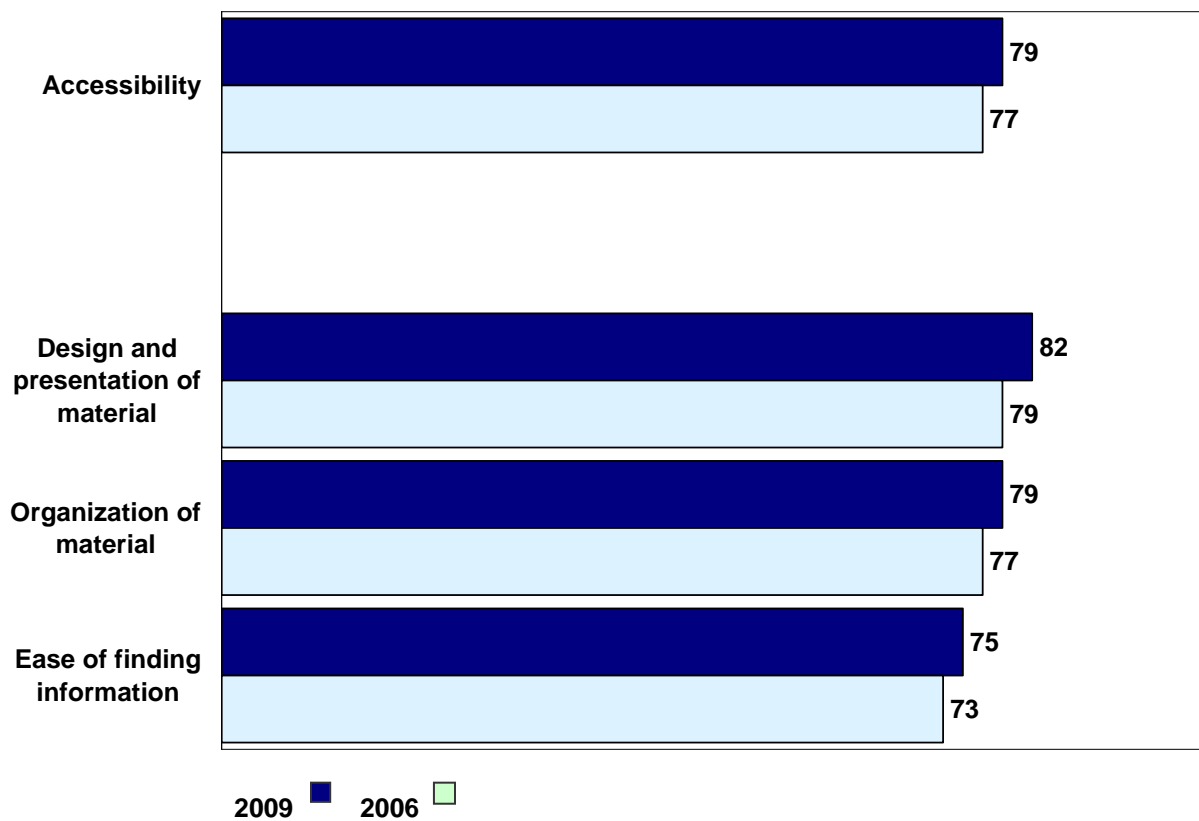
Letters indicate a significant difference from Organizational Unit at a 95% level of confidence: A=Forest Products Laboratory (n=72), B=Northern Research Station (n=294), C=Pacific Northwest Research Station (n=175), D=Pacific Southwest Station (n=72), E=International Institute of Tropical Forestry (n=22), F=Rocky Mountain Research Station (n=250), G=Southern Research Station (n=165), H=Washington Office (n=38).

Accessibility
Impact 1.0

Accessibility showed a 2-point increase over the previous score in 2006 to a rating of 79. Design and presentation of material continues to be the highest rated item in this area (82). Organization of material (79) and ease of finding information (75) each had 2-point increases from 2006. Overall, the area of Accessibility has a moderate impact of 1.0 on customer satisfaction.

As to how customers are accessing products and services from Forest Service R&D, just over half (51%) are downloading publications and other information from the web. Requesting hard copies of publications and other information (20%) and direct contact with FS R&D personnel such as scientists, technicians and technology transfer specialist (19%) were mentioned by approximately one-fifth of respondents.

Accessibility - Aggregate Scores 2009 vs. 2006



N=1,166

Scores for Accessibility by SPAs showed no significant differences between SPAs with scores only ranging from 77 to 81 at the component level. For none of the attributes under Accessibility were there any significant differences found between SPAs.

Accessibility – Scores by SPAs

	Wildland Fire		Invasive Species		Outdoor Recreation		Water, Air and Soil		Wildlife and Fish		Inventory and Monitoring		Resource Management	
	A		B		C		D		E		F		G	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
Accessibility	79		81		78		81		81		77		79	
Ease of finding information	74		76		76		78		78		72		75	
Organization of material	79		81		77		81		81		78		79	
Design and presentation of material	81		84		81		84		84		81		82	

Letters indicate a significant difference from Strategic Program Area (SPA) at a 95% level of confidence: A=Wildland Fire (n=107), B=Invasive Species (n=129), C=Outdoor Recreation (n=43), D=Water, Air and Soil (94), E=Wildlife and Fish (n=132), F=Inventory and Monitoring (n=140), G=Resource Management and Use (n=449).

Scores for Accessibility by Organizational Unit showed some significant differences. International Institute of Tropical Forestry and Rocky Mountain were rated significantly higher than 4 Organizational Units, while Forest Products Laboratory, Pacific Northwest and Pacific Southwest were significantly lower than 3 Units. Differences in scores among Organizational Units are shown below.

Accessibility – Scores by Organizational Units

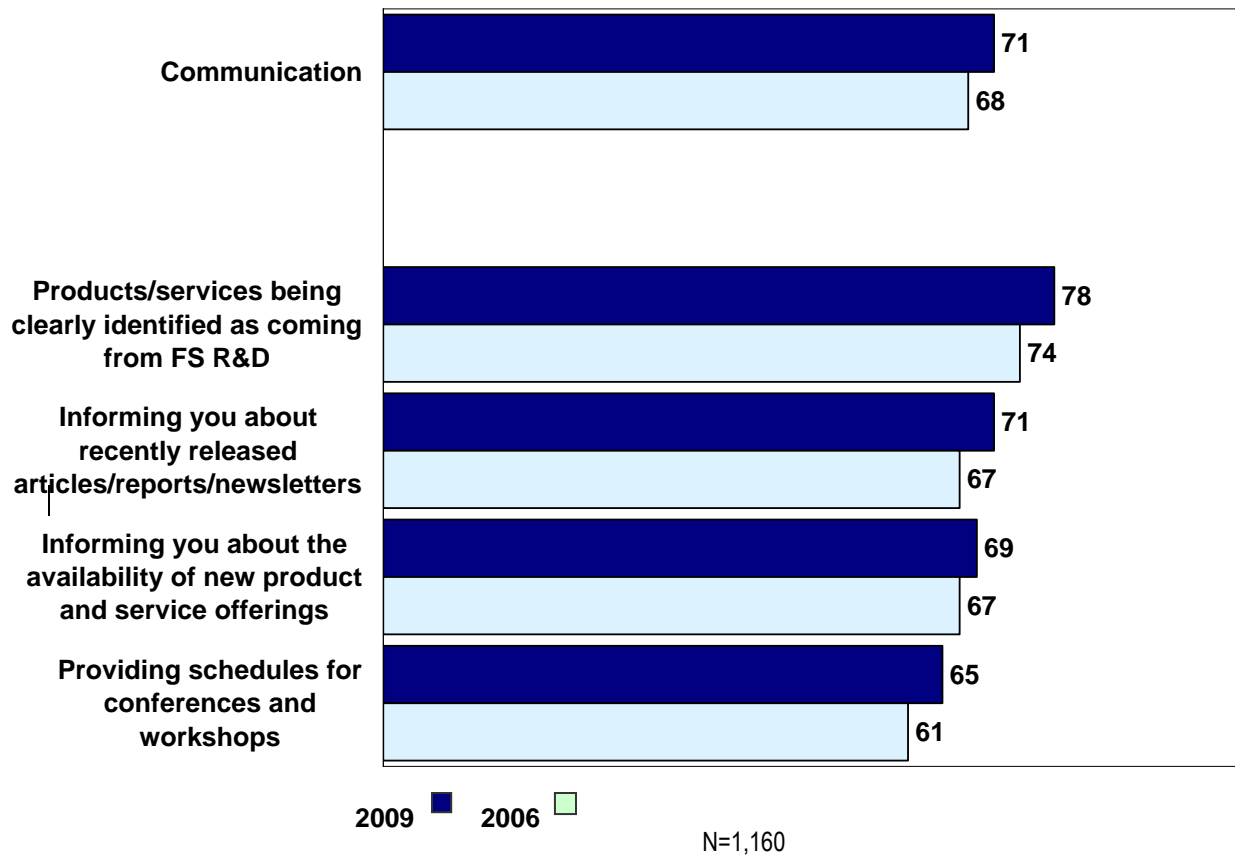
	Forest Products Laboratory		Northern Research Station		Pacific Northwest Research Station		Pacific Southwest Research Station		International Institute of Tropical Forestry		Rocky Mountain Research Station		Southern Research Station		Washington Office	
	A		B		C		D		E		F		G		H	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
Accessibility	76	EFG	79		77	EFG	75	EFG	86	ACDH	82	ACDH	82	H	76	EFG
Ease of finding information	70	FG	74	FG	73	FG	71	FG	80		79	ABCD	79	ABC D	72	
Organization of material	75	EFG	80	D	77	EFG	75	BEFG	87	ACDH	81	ACD	81	ACD	76	E
Design and presentation of material	81		83		79	EFG	79	EFG	88	CDH	84	CDH	85	CDH	78	EFG

Letters indicate a significant difference from Organizational Unit at a 95% level of confidence: A=Forest Products Laboratory (n=72), B=Northern Research Station (n=294), C=Pacific Northwest Research Station (n=175), D=Pacific Southwest Station (n=72), E=International Institute of Tropical Forestry (n=22), F=Rocky Mountain Research Station (n=250), G=Southern Research Station (n=165), H=Washington Office (n=38).

Communication
Impact 0.2

Communication, while the lowest rated satisfaction driver at 71, had a 3-point improvement from the previous measure in 2006. Branding of USDA Forest Service R&D was the highest rated item in this area as products/services being clearly identified as coming from FS R&D scored 78. Informing customers about recently released articles, reports and newsletters rated higher this year than in 2006. However, with a score of 71 there may be further opportunity to improve. Likewise, informing customers about the availability of new product and service offerings rated 69. Thus, there may be opportunity to further improve this item as well. Providing schedules for conferences and workshops was the lowest scoring item (65) in this area, but it did show a 4-point improvement. The area of communication has a low impact on satisfaction with an impact value of just 0.2. Thus, while Communication is a relatively low scoring area, improvements will not have a sizable impact on satisfaction relative to improvements in other areas.

Communication- Aggregate Scores 2009 vs. 2006



Scores for Communication by SPAs showed significant differences between Inventory and Monitoring and 4 other SPAs at the component level. While Invasive Species also had a relatively low score compared to other SPAs, because there was a smaller sample for that SPA, the component-level differences were not large enough to be significant. Inventory and Monitoring scored significantly lower than 4 other SPAs concerning providing information about the availability of new product and service offerings and scored lower than 3 SPA when considering providing information about recently released articles/reports/newsletters. The later was also true for Invasive Species.

Communication – Scores by SPAs

	Wildland Fire		Invasive Species		Outdoor Recreation		Water, Air and Soil		Wildlife and Fish		Inventory and Monitoring		Resource Management	
	A		B		C		D		E		F		G	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
Communication	74	F	69		71		75	F	73	F	67	ADEG	72	F
Informing you about the availability of new product and service offerings	73	F	67		69		73	F	72	F	64	ADE	69	
Informing you about recently released articles/reports/newsletters	76	BF	67	ADE	72		74	BF	75	BF	67	ADE	71	
Providing schedules for conferences and workshops	66		67		62		68		63		61		67	
Products/services being clearly identified as coming from FS R&D	80		77		76		82		79		74		78	

Letters indicate a significant difference from Strategic Program Area (SPA) at a 95% level of confidence: A=Wildland Fire (n=107), B=Invasive Species (n=129), C=Outdoor Recreation (n=43), D=Water, Air and Soil (94), E=Wildlife and Fish (n=132), F=Inventory and Monitoring (n=140), G=Resource Management and Use (n=449).

Scores for Communication by Organizational Units show some significant differences. Most notably, Rocky Mountain Research Station scored significantly higher than 4 other Organizational Units. Conversely, Washington Office scored significantly lower than 4 other Organizational Units. Significant differences among Organizational Units are noted in the table below.

Communication – Scores by Organizational Units

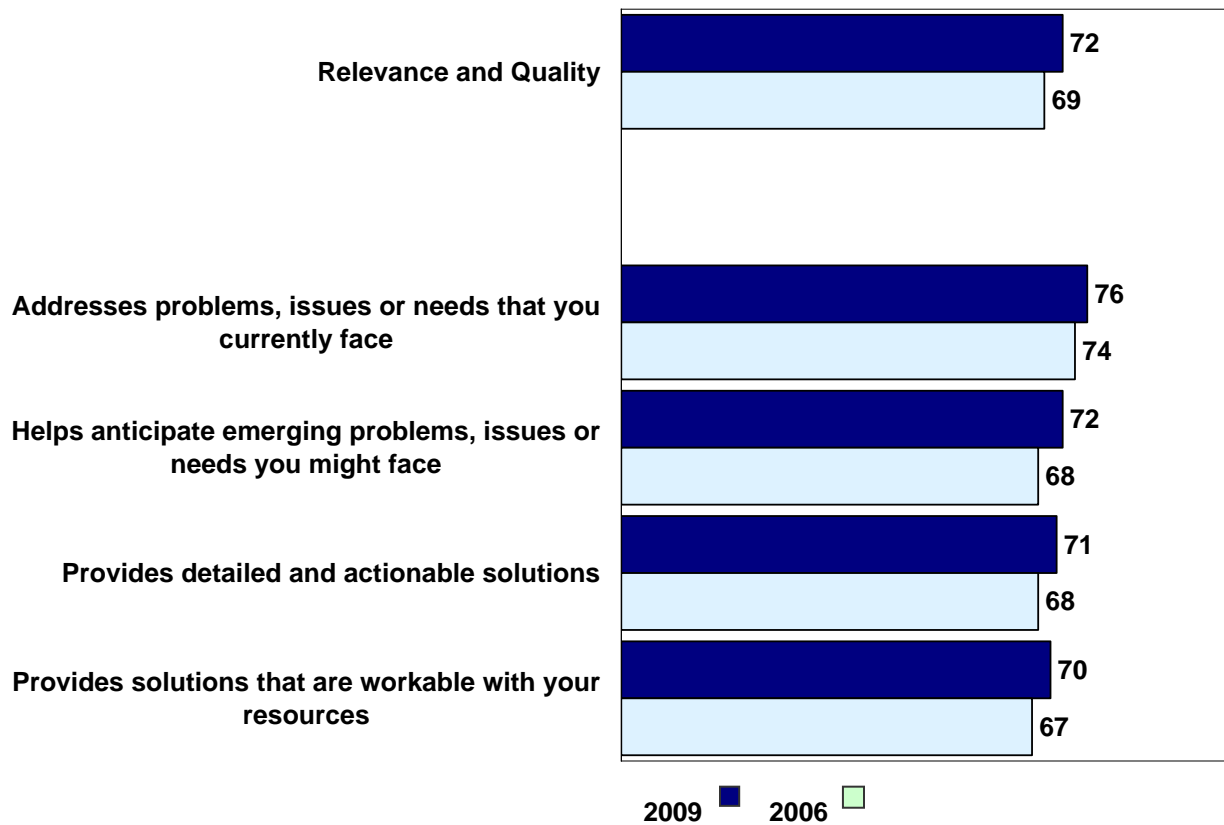
	Forest Products Laboratory		Northern Research Station		Pacific Northwest Research Station		Pacific Southwest Research Station		International Institute of Tropical Forestry		Rocky Mountain Research Station		Southern Research Station		Washington Office	
	A		B		C		D		E		F		G		H	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
Communication	68	F	69	FG	72	H	67	EFG	78	DH	75	ABDH	73	BDH	64	CEFG
Informing you about the availability of new product and service offerings	63	G	65	G	70	ABFH	68	F	76	ABH	75	H	71	ABH	60	CEFG
Informing you about recently released articles/reports/newsletters	68	F	66	CFG	74	BH	69	F	74	H	78	ABDH	73	BH	60	CEFG
Providing schedules for conferences and workshops	67	D	65	DE	63	DEG	55	FG	77	H	64	DEG	69	CDF	62	E
Products/services being clearly identified as coming from FS R&D	75		78		80		71		82		80		78		72	

Letters indicate a significant difference from Organizational Unit at a 95% level of confidence: A=Forest Products Laboratory (n=72), B=Northern Research Station (n=294), C=Pacific Northwest Research Station (n=175), D=Pacific Southwest Station (n=72), E=International Institute of Tropical Forestry (n=22), F=Rocky Mountain Research Station (n=250), G=Southern Research Station (n=165), H=Washington Office (n=38).

Relevance and Quality
Impact 1.4

Relevance and Quality of the products from USDA Forest Service R&D was rated higher this year than it was in 2006 – up 3 points to 72. Addresses problems, issues or needs that you currently face was the highest rated item (76). Helps anticipate emerging problems, issues of needs that you might face was up 4 points from 2006 (72). Provides detailed and actionable solutions (71) and provides solutions that are workable with your resources (70) also both had 3 point improvements. Relevance and Quality has a relatively high impact on customer satisfaction with an impact value of 1.4. Given the relatively lower scores in this area and higher impact, it is a priority area.

Relevance and Quality - Aggregate Scores 2009 vs. 2006



N=1,159

Scores for Relevance and Quality by SPAs showed no significant differences between SPAs with scores only ranging from 71 to 75 at the component level. For none of the attributes under Relevance and Quality were there any significant differences found between SPAs.

Relevance and Quality – Scores by SPAs

	Wildland Fire		Invasive Species		Outdoor Recreation		Water, Air and Soil		Wildlife and Fish		Inventory and Monitoring		Resource Management	
	A		B		C		D		E		F		G	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
Relevance and Quality	73		74		74		75		72		71		72	
Addresses problems, issues or needs that you currently face	76		77		78		81		76		75		75	
Provides detailed and actionable solutions	72		73		71		74		69		68		71	
Provides solutions that are workable with your resources	69		73		71		71		69		69		70	
Helps anticipate emerging problems, issues or needs you might face	73		74		74		75		72		70		72	

Letters indicate a significant difference from Strategic Program Area (SPA) at a 95% level of confidence: A=Wildland Fire (n=107), B=Invasive Species (n=129), C=Outdoor Recreation (n=43), D=Water, Air and Soil (94), E=Wildlife and Fish (n=132), F=Inventory and Monitoring (n=140), G=Resource Management and Use (n=449).

Scores for Relevance and Quality by Organizational Unit showed some significant differences. Most notably, International Institute of Tropical Forestry was significantly higher for Relevance and Quality compared to all other Organizational Units. Conversely, Pacific Northwest and Pacific Southwest were significantly lower than 4 other Organizational Units.

Relevance and Quality – Scores by Organizational Units

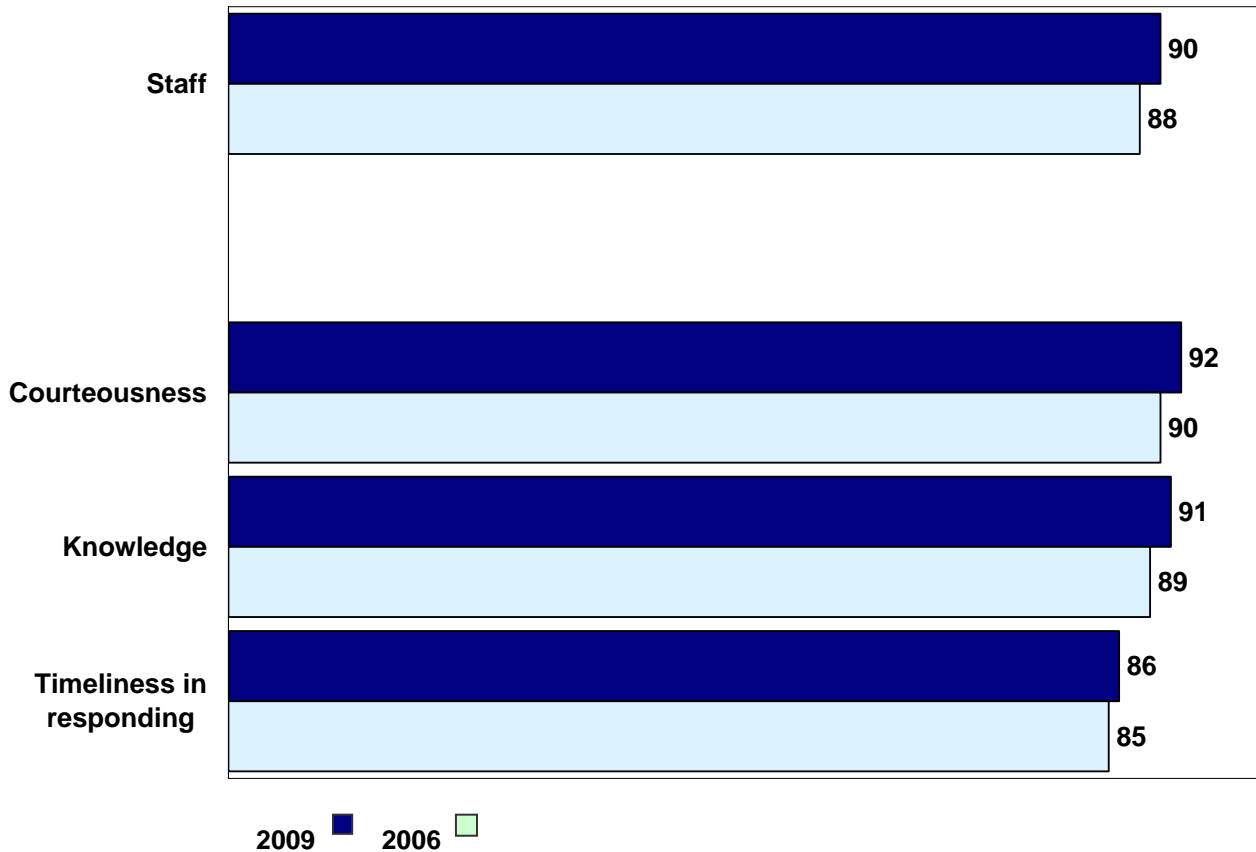
	Forest Products Laboratory		Northern Research Station		Pacific Northwest Research Station		Pacific Southwest Research Station		International Institute of Tropical Forestry		Rocky Mountain Research Station		Southern Research Station		Washington Office	
	A		B		C		D		E		F		G		H	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
Relevance and Quality	71	E	73	CDE	69	BEFG	65	BEFG	85	ABCD	73	CDE	75	CDE	69	E
Addresses problems, issues or needs that you currently face	74	E	76		73	EG	71	EG	86	ACDH	76		78	CD	72	E
Provides detailed and actionable solutions	70	DE	72	CDE	67	BEFG	62	ABEF G	83	ABCD FH	72	CDE	74	CD	68	E
Provides solutions that are workable with your resources	70	DE	71	CDE	64	BEFG	61	ABEF G	82	ABCD FH	71	CDE	73	CD	65	E
Helps anticipate emerging problems, issues or needs you might face	71		73		71		66		85		73		75		69	

Letters indicate a significant difference from Organizational Unit at a 95% level of confidence: A=Forest Products Laboratory (n=72), B=Northern Research Station (n=294), C=Pacific Northwest Research Station (n=175), D=Pacific Southwest Station (n=72), E=International Institute of Tropical Forestry (n=22), F=Rocky Mountain Research Station (n=250), G=Southern Research Station (n=165), H=Washington Office (n=38).

Staff
Impact 0.5

Staff continues to be the highest scoring area for Forest Service R&D with the scoring reaching 90 this year – up 2 points from 2006. Staff were rated as being courteous (92), knowledgeable (91) and timely in responding (86). Staff has a modest impact on satisfaction with an impact value of 0.5.

Staff - Aggregate Scores 2009 vs. 2006



N=975

Scores for Staff by SPAs were quite high across all SPAs and showed no significant differences among SPAs with scores only ranging from 88 to 92 at the component level. For none of the attributes under Staff were there any significant differences found between SPAs.

Staff – Scores by SPAs

	Wildland Fire		Invasive Species		Outdoor Recreation		Water, Air and Soil		Wildlife and Fish		Inventory and Monitoring		Resource Management	
	A		B		C		D		E		F		G	
	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
Staff	90		90		92		92		90		88		90	
Courteousness	93		92		95		94		92		91		92	
Timeliness in responding	86		87		89		87		87		84		86	
Knowledge	91		91		92		93		92		89		91	

Letters indicate a significant difference from Strategic Program Area (SPA) at a 95% level of confidence: A=Wildland Fire (n=107), B=Invasive Species (n=129), C=Outdoor Recreation (n=43), D=Water, Air and Soil (94), E=Wildlife and Fish (n=132), F=Inventory and Monitoring (n=140), G=Resource Management and Use (n=449).

All Organizational Units were rated highly for Staff. Scores ranged from 86 (Washington Office) to 94 (International Institute of Tropical Forestry). While the table below shows some significant differences among Organizational Units, it should be noted that all scores are quite strong and indicate a high level of performance by Staff across all Organizational Units.

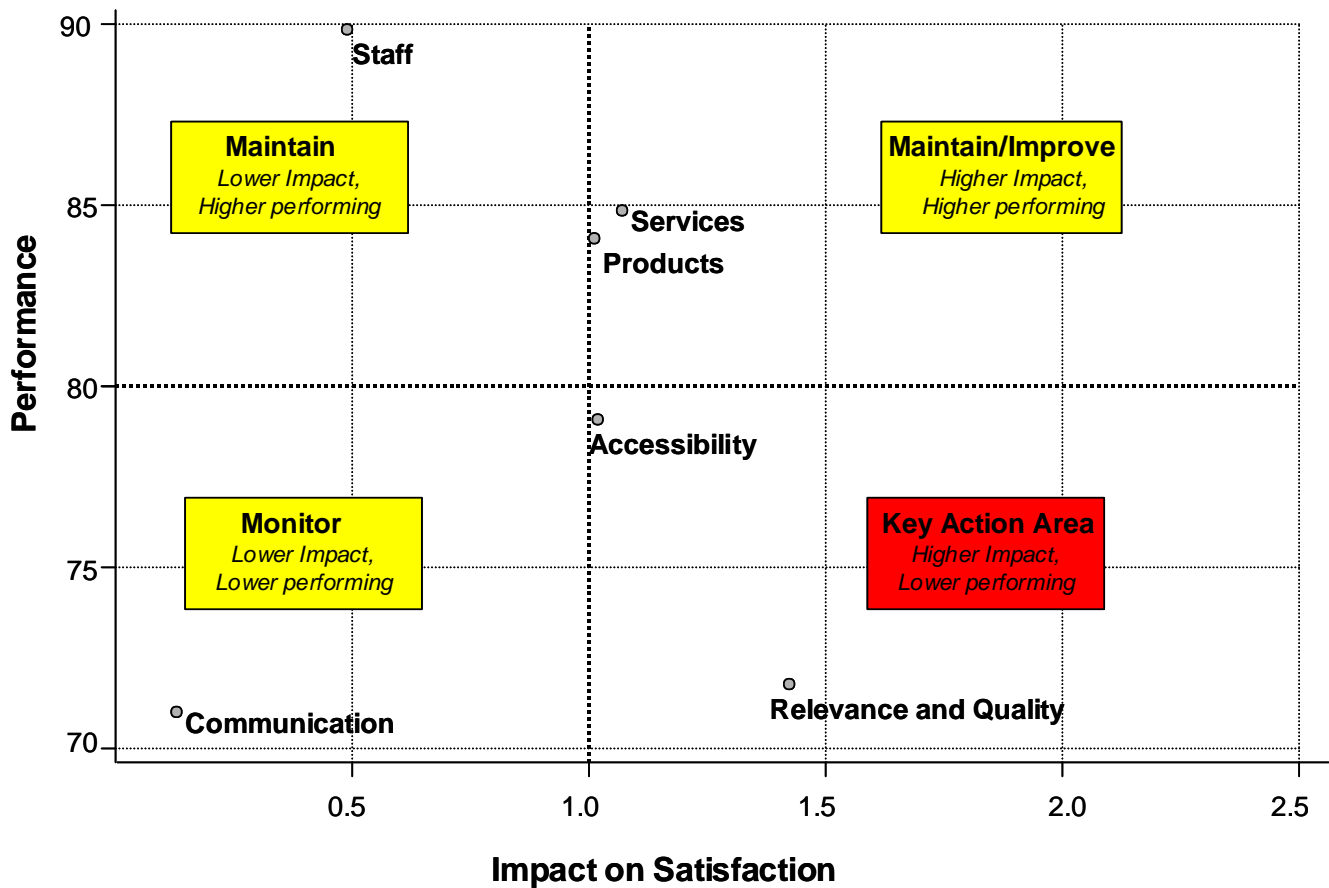
Staff – Scores by Organizational Units

	Forest Products Laboratory		Northern Research Station		Pacific Northwest Research Station		Pacific Southwest Research Station		International Institute of Tropical Forestry		Rocky Mountain Research Station		Southern Research Station		Washington Office	
	A		B		C		D		E		F		G		H	
Staff	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*	Score	Sig*
	91		91	CH	87	BEFG	87	F	94	CH	91	CDH	91	C	86	BEF
Courteousness	93		92		90		90		95		93		93		92	
Timeliness in responding	87	H	88	CDH	82	BFG	82	B	89	H	87	CH	87	CH	78	ABEFG
Knowledge	91		91		89		88		95		93		91		86	

Letters indicate a significant difference from Organizational Unit at a 95% level of confidence: A=Forest Products Laboratory (n=72), B=Northern Research Station (n=294), C=Pacific Northwest Research Station (n=175), D=Pacific Southwest Station (n=72), E=International Institute of Tropical Forestry (n=22), F=Rocky Mountain Research Station (n=250), G=Southern Research Station (n=165), H=Washington Office (n=38).

Priority Matrix

Plotting the Performance scores for each component or driver of satisfaction against the impact that it has on satisfaction produces the following matrix. It is recommended to focus first on those items in the lower right-hand quadrant that are higher impact and lower performing. Thus, for Forest Service R&D the area of Relevance and Quality should be the first priority in order to improve satisfaction. Accessibility would be a secondary area for focus. Staff is a high performing and lower impact area, while Communication is a lower impact and lower performing area. Areas that are lower performing but also lower impact should not be targeted for improvement but rather monitored. Areas where performance is high and impact on satisfaction is low are areas where performance should be maintained rather than targeted for improvement. While improvements in high impact and higher performing areas would increase satisfaction, the improvements may not be feasible given the already high levels of performance. Services and Products fall into this category.



E. Outcomes

In 2009 the Forest Service measured four outcomes from customers: likelihood to recommend, likelihood to use in the future, confidence in using products and services, and difference Forest Service R&D products and services make.

Likelihood to Recommend

Likelihood to recommend FS R&D is strong. The index of Recommend, how likely respondents are to recommend FS R&D products and services to colleagues, is 85 on a scale of 0 to 100. This is two points higher than in 2006 and is a statistically significant score increase.

Likelihood to use in the future

Likelihood to use FS R&D in the future is high. The index of Use in Future, how likely respondents are to use FS R&D products and services in the future, is 90 on a scale of 0 to 100. This is one point higher than in 2006. This is a statistically significant score increase.

Confidence in using products and services

Confidence in FS R&D is high. The index of Confidence, how confident respondents are using FS R&D products and services, is 84 on a scale of 0 to 100. This is two points higher than 2006 and is a statistically significant score increase.

Difference the products and services make

The difference the FS R&D products and services make in the ability to carry out work was rated well. This question scored 75 on a scale of 0 to 100 and indicates that respondents feel rather strongly about the difference FS R&D products make. This is two points higher than in 2006 and is a statistically significant score increase.

Appendix A: Survey Questionnaire

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USDA – Forest Service Research and Development Customer Satisfaction Survey 2009

The USDA FOREST SERVICE RESEARCH AND DEVELOPMENT (FS R&D) organization is committed to providing you, our customers with products and services that meet your needs. Gathering your feedback helps to ensure that we are delivering on our commitment to you. To this end, we have commissioned the CFI Group, an independent third-party research group, to conduct a survey that asks about your satisfaction with our products and services as well as ways that we can improve our service to you.

The CFI Group will hold confidential your response to the survey. Your response will be combined with information from other respondents for research and evaluation purposes so that we may continue to meet your needs in the future. This brief survey will take approximately 15 minutes of your time.

This survey is authorized by the U.S. Office of Management and Budget Control No. 1505-0191.

Demographics

DEMO1.1 Which of the following best describes the organization you work for?

- Federal Agency (If 'Federal Agency' selected ask DEMO 1.2 else go to DEMO2)
- State or Local Government Agency
- Tribal Government
- College/University Education
- K-12 Education
- Business/Commercial
- Non-Profit Agency/Organization
- Other (please specify)

DEMO1.2. Do you work for the USDA Forest Service?

- Yes (If 'Yes' selected ask DEMO 1.3)
- No (go to DEMO2)

DEMO1.3. Do you work for the Forest Service Research and Development Deputy Area?

- Yes (go to END1)
- No (go to DEMO1.4)

DEMO1.4. Which of the following best describes your position within the USDA Forest Service?

- National Forest System staff in Washington Office
- National Forest System Regional Office staff
- National Forest System Forest Supervisor Office staff
- National Forest System Ranger District staff
- State and Private Forestry staff in Washington Office
- State and Private Forestry field staff
- Washington Office staff
- Other (please specify) _____

DEMO2. What is your primary role at your organization?

- Researcher
- Educator
- Joint Educator/Research
- Executive

- Technical/Professional
- Administrative
- Other (please specify)

DEMO3. Are you located within the 50 United States or District of Columbia

- Yes (Go to DEMO3.1)
- No (Go to DEMO3.2)

DEMO3.1. In which state are you located? (Select one from drop-down menu)

DEMO3.2. Please specify your location below: (Open ended)

Usage of Products/Services

USE1.1 Do you typically use Forest Service Research and Development products and services more than once a year?

- Yes (go to USE2)
- No (ASK USE 1.2 then go to END1)

USE1.2 Please describe the main reason why you don't make more use of the products and services provided by Forest Service Research and Development (FS R&D)? (Check only one)

- Have only a passing interest in natural resource issues.
- The products/services provided by FS R&D are not relevant to the problems I face.
- The quality of the products/services provided by FS R&D leave something to be desired.
- The products/services offered by FS R&D are not provided in a form I can readily utilize.
- Other (please specify)

USE2. Please indicate which of the following Forest Service Research and Development organizational units you use the most frequently. (IF YOU USE MULTIPLE UNITS FREQUENTLY PLEASE SELECT THE ONE YOU USE MOST OFTEN OR ONE THAT YOU ARE BEST ABLE TO RATE IN THIS SURVEY)

- Forest Products Laboratory (FPL, HQs in Madison, WI)
- Northern Research Station (HQs in Newtown Square, PA)
- Pacific Northwest Research Station (PNW, HQs in Portland, OR)
- Pacific Southwest Research Station (PSW, HQs in Albany, CA)
- International Institute of Tropical Forestry (IITF, HQs in Rio Peidras, Puerto Rico)
- Rocky Mountain Research Station (RMRS, HQs in Fort Collins, CO)
- Southern Research Station (SRS, HQs in Asheville, NC)
- Washington Office (National HQs in Washington, DC)
- Other – please specify if you use another unit not provided above _____

USE 3. Please indicate which of the following Forest Service Research and Development Strategic Program Areas (SPA) to which you are most closely aligned. (IF YOU ARE ALIGNED WITH MORE THAN ONE PROGRAM PLEASE SELECT THE ONE YOU MOST OFTEN ADDRESS IN DEALINGS WITH FOREST SERVICE R&D OR ONE THAT YOU ARE BEST ABLE TO RATE IN THIS SURVEY)

- **Wildland Fire** SPA provides research-derived knowledge, science-based applications, and leadership to scientific, management, policy, and public communities. These groups can then advance the science, develop science-based policy, and practice science-based fire management to reduce losses to society from fire and to improve and maintain the resilience and sustainability of wildland ecosystems.
- **Invasive species** SPA provides strategic-level guidance on research needed to address threats caused by invasive insects, pathogens, plants, wildlife, and fish to the Nation's forests and grasslands. This research develops and delivers to customers the

knowledge and tools needed to reduce, minimize or eliminate the potential for introduction, establishment, spread, and impact of invasive species across all landscapes and ownerships.

- **Outdoor Recreation** SPA provides recreation research services to customers, partners, and other stakeholders so they can make more-informed management decisions and improve recreation opportunities for current and future generations while sustaining healthy ecosystems.
- **Water, Air and Soil** SPA provides knowledge, methods, and technologies that enable efficient and effective management to ensure clean air and ample, safe water for a growing population: to protect ecosystem biodiversity, and human welfare from air and water pollution; providing adaptive management in response to climate variability and change; to improve terrestrial and aquatic habitats; and to reduce the impacts and mitigate extreme events such as floods and droughts.
- **Wildlife and Fish** SPA provides publications, presentations, training opportunities and scientific advice to local, state and federal land management and regulatory agencies, international programs, tribal governments, non-governmental organizations, special interest groups, the scientific community, industry, and the public so they can sustain the Nation’s terrestrial and aquatic resources.
- **Inventory and Monitoring** SPA delivers inventory, assessment, quantitative analysis, and technique development services to landowners, land managers, policy makers, and other interest groups so they can make informed and scientifically sound land use, management, and policy decision.
- **Resource Management and Use** SPA provides science, management, and technology services to forest and rangeland owners, managers, policy makers, scientists, and the public so they can manage and use forest and rangeland resources to improve the standard of living and quality of life for current and future generations. This program includes portions of research on forest products and utilization, forest harvesting and operations, silviculture, urban forestry, economics, social science, forest and range ecology and management, plant sciences, and soil science.
- **Other** – please specify another program area you use if not listed above. _____

USE4.1. Please indicate which of the following Forest Service Research and Development PRODUCTS you USED during the past year. You may select all that are appropriate.

- Technical articles/reports describing research methods and results
- Popular articles/reports/newsletters highlighting research results
- Reports presenting current forest resource statistics (e.g. Forest Inventory and Analysis (FIA) Reports)
- Reports analyzing long-term forest and rangeland resource trends (e.g. Resources Planning Act (RPA) Assessments)
- Environmental/Conservation education materials (e.g. The Natural Inquirer)
- Comprehensive syntheses of prior research
- Decision support tools (i.e., computer models/software applications)
- Monitoring/evaluation protocols
- Not applicable
- Other (Please specify)

IF ANSWERED ‘USE’ ANY OF USE 4.1 ASK ALL BELOW

USE4.1.1 Please rate the Forest Service Research and Development PRODUCTS you have used during the past year on a scale from 1 to 10, where “1” means “poor” and 10 means “excellent” in terms of each of the following variables. If a question does not apply to you, please select “Does not apply.”

- INFO1. Accurate and up-to-date
- INFO2. Easy to understand
- INFO3. Scientifically sound
- INFO4. Authoritative source (provided by subject matter experts)
- INFO5. Unbiased

INFO6. Comprehensive

USE4.2. Please indicate which of the following Forest Service Research and Development (FS R&D) SERVICES you USED during the past year. You may select all that are appropriate.

- Presentations by FS R&D personnel at professional and other meetings
- FS R&D sponsored workshops/training sessions
- FS R&D sponsored on-site demonstrations
- Consultations with FS R&D personnel (by phone, e-mail, or in person)
- None of the above
- Other (Please specify)

IF ANSWERED 'USE' ANY OF USE 4.2 ASK ALL BELOW

USE 4.2.1 Please rate Forest Service Research and Development SERVICES you used during the past year on a scale from 1 to 10, where "1" means "poor" and 10 means "excellent" in terms of the following variables. If a question does not apply to you, please select "Does not apply."

- PRES1. Ease of scheduling the event/consultation
 PRES2. Clarity of the information presented/provided
 PRES3. Usefulness of the information presented/provided
 PRES4. Presenter's/consultant's knowledge of subject matter
 PRES5. Ability of the presenter/consultant to answer your questions

Accessibility/Format of Products/Services

ACC1. How do you typically access the products and services provided by Forest Service Research and Development? (Select one)

- Requesting hard copies of publications and other information
- Downloading publications and other information from the web
- Attending conferences/workshops/demonstrations
- Direct contact with scientists/technicians/technology transfer specialists
- Other (please specify)

ACC2. Please rate the ease of (ANSWER TO ACC1) on a scale of 1 to 10, where "1" means "poor" and 10 means "excellent." If a question does not apply to you, please select "Does not apply."

- ACC3. The ease of finding information
- ACC4. The organization of material
- ACC5. The design and presentation of material

Communication

Please rate Forest Service Research and Development (FS R&D) on a scale from 1 to 10, where "1" means "poor" and 10 means "excellent" on the following. If a question does not apply to you, please select "Does not apply."

- COM1. Informing you about the availability of new product and service offerings
 COM2. Informing you about recently released articles/reports/newsletters
 COM3. Providing schedules for conferences and workshops
 COM4. Products and services being clearly identified as coming from FS R&D

Relevance and Quality of Products/Services

Please rate how useful the products and services from Forest Service Research and Development are to you for the following purposes. Use a scale from 1 to 10, where "1" means "Not very useful" and 10 means "Very Useful." If a question does not apply to you, please select "Does not apply."

RELEV1. Addresses problems, issues or needs that you currently face

RELEV2. Provides detailed and actionable solutions

RELEV3. Provides solutions that are workable with your resources

RELEV4. Helps anticipate emerging problems, issues or needs you might face

Experience With Forest Service R&D Staff

STAFF1. Have you ever directly contacted a Forest Service Research and Development employee (in person, by phone, or by email) for information or some other type of assistance?

- Yes (go to STAFF2)
- No (go to next section)

STAFF2. Please rate the Forest Service Research and Development staff on the following. Use a scale from 1 to 10, where 1 means "Poor" and 10 means "Excellent." If a question does not apply to you, please select "Does not apply."

- Courteousness
- Timeliness in responding
- Knowledge

Overall Satisfaction with Forest Service R&D Products/Services

SAT1. Please think of your experiences with Forest Service Research and Development (FS R&D) products and services. Using a 10-point scale on which 1 means "*Very dissatisfied*" and 10 means "*Very satisfied*", how satisfied are you with the services and products provided by FS R&D?

SAT2. Using a 10-point scale on which 1 now means "*Falls short of your expectations*" and 10 means "*Exceeds your expectations*," to what extent have the products and services provided by Forest Service Research and Development fallen short of, or exceeded, your expectations?

SAT3. Imagine an ideal forestry research organization. How well do you think the products and services provided by Forest Service Research and Development compares to the ideal you just imagined? Use a 10-point scale on which "1" means "*Not very close to the ideal*," and "10" means "*Very close to the ideal*."

Outcomes

OUTCOME1. Using a 10-point scale on which 1 means "*Not very willing*" and 10 means "*Very willing*", how willing would you be to recommend Forest Service Research and Development products and services to your colleagues?

OUTCOME2. Using a 10-point scale on which 1 means "*Not very likely*" and 10 means "*Very likely*", how likely are you to use Forest Service Research and Development products and services in the future?

OUTCOME3. Using a 10-point scale on which 1 means "*Not very confident*" and 10 means "*Very confident*", how confident are you in using the products and services provided by Forest Service Research and Development?

OUTCOME4. How much of a difference do the products and services provided by Forest Service Research and Development make to you in your ability to successfully carry out your work? Please use a 10-point scale on which 1 means "No difference at all" and 10 means "A great difference".

Website

WEB1. Have you visited the Forest Service Research and Development website (www.fs.fed.us/research)?

- Yes
- No
- Don't Know

(IF WEB1=YES ASK WEB2 ELSE SKIP TO SAT1.)

WEB2. What comments do you have about the website?

Improving Future Service

IMPROVE1. Forest Service Research and Development is looking for ways to improve its service. Please indicate the one area you think is most important for FS R&D to focus on in order to improve customer service?

- Make more information/data available via the Internet
- Create a one-stop shopping website
- Make users aware when new information/data is available/do more to advertise new products/services, new projects, and successes
- Increase the capacity to do research
- Make websites more "user friendly"
- Focus R&D on questions raised by natural resource managers
- Increase collaboration with researchers from outside FS R&D
- Make more publications, especially older legacy publications – available on Internet

OPENEND1. Do you have any other suggestions concerning how Forest Service Research and Development could better serve you? (Open Ended)

END1. Thank you for your time. USDA Forest Service Research and Development (FS R&D) is specifically looking for information from customers who do not work in the FS R&D deputy area and who typically use services more than once a year. Please hit the next button to go to the end of the survey.

END Thank you for your time. The USDA Forest Service Research and Development will use the feedback to better serve its customers.

Appendix B: Non-modeled Questions

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Non-modeled Questions 2009 and 2006

	2009	2006
Organization you work for		
Federal Agency	27%	40%
State or Local Government Agency	23%	18%
Tribal Government	1%	0%
College/University Education	21%	18%
K-12 Education	1%	1%
Business/Commercial	11%	12%
Non-Profit Agency/Organization	9%	5%
Other	7%	5%
Total Respondents	1173	1266

Work for the USDA Forest Service		
Yes	56%	71%
No	44%	29%
Total Respondents	317	505

Work for the FS R&D Deputy Area		
Yes	0%	0%
No	100%	100%
Total Respondents	317	505

Position within the USDA Forest Service		
National Forest System staff in Washington Office	1%	--
National Forest System Regional Office staff	19%	15%
National Forest System Forest Supervisor Office staff	29%	20%
National Forest System Ranger District staff	28%	19%
State and Private Forestry staff in Washington Office	3%	--
State and Private Forestry field staff	9%	12%
Washington Office staff	2%	8%
Other	7%	8%
Total Respondents	179	358

Primary role at your organization		
Researcher	15%	12%
Educator	7%	5%
Joint Educator/Research	10%	9%
Executive	8%	10%
Technical/Professional	49%	51%
Administrative	5%	6%
Other	7%	7%
Total Respondents	1173	1266

Non-modeled Questions 2009 and 2006

	2009	2006
Located in the 50 United States or the District of Columbia		
Yes	86%	89%
No	14%	11%
Total Respondents	1173	1266
Typically use FS R&D products and services more than once a year		
Yes	100%	100%
No	0%	0%
Total Respondents	1173	1266
FS R&D organizational unit used most frequently		
Forest Products Laboratory	6%	--
Northern Research Station	25%	--
Pacific Northwest Research Station	15%	--
Pacific Southwest Research Station	6%	--
International Institute of Tropical Forestry	2%	--
Rocky Mountain Research Station	21%	--
Southern Research Station	14%	--
Washington Office	3%	--
Other	7%	--
Total Respondents	1173	--
FS R&D Strategic Program Area most closely aligned with		
Wildland Fire	9%	--
Invasive Species	11%	--
Outdoor Recreation	4%	--
Water, Air and Soil	8%	--
Wildlife and Fish	11%	--
Inventory and Monitoring	12%	--
Resource Management and Use	38%	--
Other	7%	--
Total Respondents	1173	--

Non-modeled Questions 2009 and 2006

	2009	2006
FS R&D products used during the past year		
Technical articles/reports describing research methods and results	88%	92%
Popular articles/reports/newsletters highlighting research results	53%	68%
Reports presenting current forest resource statistics	47%	51%
Reports analyzing long-term forest and rangeland resource trends	30%	35%
Environmental/Conservation education materials	21%	27%
Comprehensive syntheses of prior research	28%	36%
Decision support tools	29%	39%
Monitoring/evaluation protocols	31%	40%
Not applicable	1%	--
Other	5%	5%
Total Responses	1173	1266
FS R&D services used during the past year		
Presentations by FS R&D personnel at professional and other meetings	54%	62%
FS R&D sponsored workshops/training sessions	23%	31%
FS R&D sponsored on-site demonstrations	11%	17%
Consultations with FS R&D personnel (by phone, e-mail, or in person)	53%	65%
None of the above	27%	--
Other	5%	--
Total Responses	1173	1266
How you typically access products/services provided by FS R&D		
Requesting hard copies of publications and other information	20%	15%
Downloading publications and other information from the web	51%	43%
Attending conferences/workshops/demonstrations	7%	9%
Direct contact with scientists/technicians/technology transfer specialists	19%	30%
Other	3%	3%
Total Respondents	1173	1266
Directly contacted a FS R&D employee for information or assistance		
Yes	83%	84%
No	17%	16%
Total Respondents	1173	1266
Visited the FS R&D website		
Yes	76%	--
No	14%	--
Total Respondents	1173	--
Most important area for FS R&D to focus on to improve customer service		
Make more information/data available via the Internet	12%	--
Create a one-stop shopping website	8%	--
Make users aware when new information/data is available/do more to advertise	12%	--
Increase the capacity to do research	18%	--
Make websites more user friendly	5%	--
Focus R&D on questions raised by natural resource managers	15%	--
Increase collaboration with researchers from outside FS R&D	11%	--
Make more publications, especially older legacy publications, available online	20%	--
Total Respondents	1173	--

Non-modeled Questions 2009 and 2006

	2009	2006
State in which you are located		
AL	1%	1%
AK	2%	3%
AZ	2%	2%
AR	1%	0%
CA	10%	10%
CO	3%	6%
DC	2%	3%
FL	2%	1%
GA	2%	3%
HI	0%	1%
ID	4%	4%
IL	1%	1%
IN	1%	1%
IA	1%	1%
KY	1%	1%
LA	1%	1%
ME	2%	1%
MD	2%	2%
MA	2%	2%
MI	2%	2%
MN	3%	3%
MS	1%	0%
MO	2%	1%
MT	3%	2%
NV	1%	1%
NH	1%	1%
NJ	0%	1%
NM	1%	3%
NY	4%	2%
NC	2%	2%
ND	0%	1%
OH	2%	3%
OR	7%	6%
PA	7%	5%
SC	1%	2%
SD	1%	1%
TN	2%	1%
TX	2%	1%
UT	3%	3%
VT	1%	1%
VA	2%	2%
WA	5%	5%
WV	2%	2%
WI	3%	3%
WY	1%	2%
Number of Respondents	1010	1121

Appendix C: Attribute Tables by Select Segments

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Aggregate scores and Impacts 2009 and 2006

	2009 Score	2009 Impact	2006 Score	2006 Impact
Products	84	1.0	81	1.2
Accurate and up-to-date	83		81	
Easy to understand	81		78	
Scientifically sound	86		85	
Authoritative source (provided by subject matter experts)	87		85	
Unbiased	82		79	
Comprehensive	81		79	
Services	85	1.1	84	0.6
Ease of scheduling the event/consultation	81		79	
Clarity of the information presented/provided	84		82	
Usefulness of the information presented/provided	84		83	
Presenter's/consultant's knowledge of subject matter	89		88	
Ability of the presenter/consultant to answer your questions	86		85	
Communication	71	0.2	68	0.9
Informing you about the availability of new product and service offerings	69		67	
Informing you about recently released articles/reports/newsletters	71		67	
Providing schedules for conferences and workshops	65		61	
Products/services being clearly identified as coming from FS R&D	78		74	
Relevance and Quality	72	1.4	69	1.9
Addresses problems, issues or needs that you currently face	76		74	
Provides detailed and actionable solutions	71		68	
Provides solutions that are workable with your resources	70		67	
Helps anticipate emerging problems, issues or needs you might face	72		68	
Staff	90	0.5	88	0.6
Courteousness	92		90	
Timeliness in responding	86		85	
Knowledge	91		89	
Accessibility	79	1.0	77	0.2
Ease of finding information	75		73	
Organization of material	79		77	
Design and presentation of material	82		79	

Customer Satisfaction Index	75	--	72	--
Overall satisfaction	80		78	
Compared to expectations	73		70	
Compared to the ideal	70		66	
Likelihood to Recommend	85	4.0	83	4.2
Likelihood to use products and services in future	90	2.8	89	2.7
Confidence in using products and services	84	3.6	82	3.3
Difference FS products and services make	75	3.6	73	3.3

Sample Size	1,173
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1,266

Scores by Organizational Units

	Forest Products Laboratory			Northern Research Station			Pacific Northwest Research Station		
	Score	A n	Sig*	Score	B n	Sig*	Score	C n	Sig*
Products	83	72		84	292		82	174	
Accurate and up-to-date	79	72		83	292		84	172	
Easy to understand	81	72		80	291		80	173	
Scientifically sound	85	71		87	292		85	172	
Authoritative source (provided by subject matter experts)	85	69		87	290		85	173	
Unbiased	83	70		85	284	CDF	78	171	BEG
Comprehensive	82	72		82	286		79	172	EG
Services	85	56		87	249	CH	83	120	BEG
Ease of scheduling the event/consultation	82	43	H	83	199	CH	76	87	BFG
Clarity of the information presented/provided	84	56		86	249		82	118	
Usefulness of the information presented/provided	85	56		85	249	CH	82	120	BEG
Presenter's/consultant's knowledge of subject matter	87	56		90	246		87	116	
Ability of the presenter/consultant to answer your questions	87	54		88	241		84	105	
Communication	68	72	F	69	289	FG	72	174	H
Informing you about the availability of new product and service offerings	63	70	CEFG	65	266	CEFG	70	160	ABFH
Informing you about recently released articles/reports/newsletters	68	69	F	66	278	CFG	74	166	BHI
Providing schedules for conferences and workshops	67	64	D	65	248	DE	63	130	DEG
Products/services being clearly identified as coming from FS R&D	75	70		78	277		80	162	
Relevance and Quality	71	71	E	73	293	CDE	69	174	BEFG
Addresses problems, issues or needs that you currently face	74	69	E	76	290		73	172	EG
Provides detailed and actionable solutions	70	69	DE	72	282	CDE	67	166	BEFG
Provides solutions that are workable with your resources	70	67	DE	71	279	CDE	64	162	BEFGI
Helps anticipate emerging problems, issues or needs you might face	71	69		73	279		71	164	
Staff	91	57		91	252	CH	87	138	BEFG
Courteousness	93	57		92	252		90	135	
Timeliness in responding	87	57	H	88	252	CDH	82	137	BFGI
Knowledge	91	57		91	251		89	137	
Accessibility	76	72	EFG	79	290		77	174	EFG
Ease of finding information	70	71	FG	74	288	FG	73	172	FG
Organization of material	75	71	EFG	80	285	D	77	168	EFG
Design and presentation of material	81	72		83	286		79	169	EFG
Customer Satisfaction Index	74	72		76	294	CDH	72	175	BEFG
Overall satisfaction	79	72	E	81	294	CH	78	175	BEFG
Compared to expectations	73	72		73	294	CD	69	175	BEFG
Compared to the ideal	70	72		70	294	DH	67	175	EFG
Likelihood to Recommend	84	72		86	294		84	175	
Likelihood to use products and services in future	89	72		92	294		90	175	
Confidence in using products and services	86	72		85	294	CE	81	175	BEFG
Difference FS products and services make	74	72	E	77	294	CEFH	71	175	BEGI
Total Sample Size	72			294			175		

Letters indicate a significant difference from Organizational Unit at a 95% level of confidence: A=Forest Products Laboratory, B=Northern Research Station, C=Pacific Northwest Research Station, D=Pacific Southwest Station, E=International Institute of Tropical Forestry, F=Rocky Mountain Research Station, G=Southern Research Station, H=Washington Office and I=Other

Scores by Organizational Units

	Pacific Southwest Research Station			International Institute of Tropical Forestry			Rocky Mountain Research Station		
	D			E			F		
	Score	n	Sig*	Score	n	Sig*	Score	n	Sig*
Products	80	69		90	20		84	250	
Accurate and up-to-date	80	69		87	20		84	249	
Easy to understand	80	69		88	20		82	250	
Scientifically sound	82	69		90	20		87	249	
Authoritative source (provided by subject matter experts)	84	69		94	20		87	249	
Unbiased	78	68	BEG	88	19	CD	80	246	BG
Comprehensive	78	67	EG	89	20	CDI	82	246	
Services	84	52		92	18	CHI	86	150	H
Ease of scheduling the event/consultation	81	40	H	85	16	H	81	109	CH
Clarity of the information presented/provided	81	52		91	18		85	148	
Usefulness of the information presented/provided	83	52	E	93	18	CDHI	86	147	H
Presenter's/consultant's knowledge of subject matter	88	52		94	17		89	143	
Ability of the presenter/consultant to answer your questions	85	51		92	17		88	132	
Communication	67	72	EFG	78	22	DH	75	250	ABDHI
Informing you about the availability of new product and service offerings	68	71	F	76	21	ABHI	75	239	ABCDHI
Informing you about recently released articles/reports/newsletters	69	71	F	74	21	H	78	248	ABDHI
Providing schedules for conferences and workshops	55	60	ABCEFGI	77	20	BCDFH	64	204	DEG
Products/services being clearly identified as coming from FS R&D	71	69		82	21		80	234	
Relevance and Quality	65	72	BEFGI	85	21	ABCDFGHI	73	246	CDE
Addresses problems, issues or needs that you currently face	71	71	EGI	86	19	ACDH	76	240	
Provides detailed and actionable solutions	62	71	ABEFGI	83	20	ABCDHF	72	233	CDE
Provides solutions that are workable with your resources	61	68	ABEFGI	82	18	ABCDHF	71	225	CDE
Helps anticipate emerging problems, issues or needs you might face	66	70		85	18		73	234	
Staff	87	67	F	94	21	CH	91	199	CDH
Courteousness	90	66		95	21		93	197	
Timeliness in responding	82	67	B	89	21	H	87	198	CH
Knowledge	88	67		95	21		93	196	
Accessibility	75	72	EFG	86	22	ACDH	82	248	ACDH
Ease of finding information	71	72	FG	80	22		79	247	ABCD
Organization of material	75	70	BEFG	87	22	ACDH	81	247	ACD
Design and presentation of material	79	70	EFG	88	22	CDH	84	246	CDH
Customer Satisfaction Index	70	72	BEFG	83	22	CDHI	77	250	CDH
Overall satisfaction	77	72	EFG	88	22	ACDHI	83	250	CDHI
Compared to expectations	68	72	BEFG	80	22	CDH	75	250	CDH
Compared to the ideal	64	72	BEFG	78	22	CDH	73	250	CDH
Likelihood to Recommend	85	72		91	22		86	250	
Likelihood to use products and services in future	90	72		94	22		91	250	
Confidence in using products and services	82	72	E	92	22	BCDFHI	85	250	CE
Difference FS products and services make	72	72	E	86	22	ABCDHF	73	250	BEI
Total Sample Size	72			22			250		

Letters indicate a significant difference from Organizational Unit at a 95% level of confidence: A=Forest Products Laboratory, B=Northern Research Station, C=Pacific Northwest Research Station, D=Pacific Southwest Station, E=International Institute of Tropical Forestry, F=Rocky Mountain Research Station, G=Southern Research Station, H=Washington Office and I=Other

Scores by Organizational Units

	Southern Research Station G			Washington Office H			Other I		
	Score	n	Sig*	Score	n	Sig*	Score	n	Sig*
Products	86	165		82	34		83	84	
Accurate and up-to-date	84	164		80	34		83	84	
Easy to understand	83	165		77	34		79	84	
Scientifically sound	88	165		86	34		87	83	
Authoritative source (provided by subject matter experts)	88	164		85	34		87	84	
Unbiased	85	160	CDF	80	32		81	79	
Comprehensive	84	162	CDI	81	33		78	82	EG
Services	87	106	CH	80	31	BEFG	84	65	E
Ease of scheduling the event/consultation	84	75	CH	71	24	ABDEFGI	81	49	H
Clarity of the information presented/provided	85	106		79	30		83	65	
Usefulness of the information presented/provided	86	106	CH	78	31	BEFG	84	64	E
Presenter's/consultant's knowledge of subject matter	89	101		84	31		88	62	
Ability of the presenter/consultant to answer your questions	87	92		82	31		84	61	
Communication	73	162	BDH	64	36	CEFG	69	83	F
Informing you about the availability of new product and service offerings	71	158	ABHI	60	33	CEFG	64	76	EFG
Informing you about recently released articles/reports/newsletters	73	159	BH	60	34	CEFG	67	81	CF
Providing schedules for conferences and workshops	69	142	CDF	62	30	E	66	72	D
Products/services being clearly identified as coming from FS R&D	78	151		72	35		78	74	
Relevance and Quality	75	162	CDE	69	38	E	74	82	DE
Addresses problems, issues or needs that you currently face	78	160	CD	72	37	E	78	80	D
Provides detailed and actionable solutions	74	157	CD	68	37	E	73	75	D
Provides solutions that are workable with your resources	73	150	CD	65	36	E	72	76	CD
Helps anticipate emerging problems, issues or needs you might face	75	153		69	37		72	76	
Staff	91	126	C	86	36	BEF	91	79	
Courteousness	93	126		92	36		93	78	
Timeliness in responding	87	125	CH	78	36	ABEFGI	88	79	CH
Knowledge	91	125		86	36		91	79	
Accessibility	82	165	ACDH	76	38	EFG	80	85	
Ease of finding information	79	164	ABCD	72	38		76	85	
Organization of material	81	164	ACD	76	38	E	79	85	
Design and presentation of material	85	164	CDH	78	38	EFG	83	85	
Customer Satisfaction Index	77	165	CDH	69	38	BEFG	73	85	E
Overall satisfaction	82	165	CDH	74	38	BEFG	78	85	EF
Compared to expectations	75	165	CDH	68	38	EFG	71	85	
Compared to the ideal	72	165	CDH	63	38	BEFG	69	85	
Likelihood to Recommend	87	165		79	38		82	85	
Likelihood to use products and services in future	91	165		84	38		88	85	
Confidence in using products and services	86	165	C	81	38	E	83	85	E
Difference FS products and services make	77	165	CH	68	38	BEGI	78	85	CFH
Total Sample Size	165			38			85		

Letters indicate a significant difference from Organizational Unit at a 95% level of confidence: A=Forest Products Laboratory, B=Northern Research Station, C=Pacific Northwest Research Station, D=Pacific Southwest Station, E=International Institute of Tropical Forestry, F=Rocky Mountain Research Station, G=Southern Research Station, H=Washington Office and I=Other

Scores by Strategic Program Areas (SPAs)

	Wildland Fire			Invasive Species			Outdoor Recreation		
	Score	n	Sig*	Score	n	Sig*	Score	n	Sig*
Products	84	107		85	127		84	42	
Accurate and up-to-date	84	107	H	85	127	FH	84	42	
Easy to understand	81	107	F	84	127	FGH	83	42	F
Scientifically sound	87	107		86	127		85	42	
Authoritative source (provided by subject matter experts)	88	107		88	127		87	42	
Unbiased	82	104		84	123		80	42	
Comprehensive	81	105		84	124		84	42	
Services	86	77		86	108		83	28	
Ease of scheduling the event/consultation	80	62		82	83		78	18	
Clarity of the information presented/provided	86	76		84	108		81	28	
Usefulness of the information presented/provided	86	76		85	108		81	28	
Presenter's/consultant's knowledge of subject matter	89	77		88	107		88	25	
Ability of the presenter/consultant to answer your questions	86	73		87	101		85	24	
Communication	74	107	FH	69	126		71	42	
Informing you about the availability of new product and service offering:	73	103	F	67	119		69	37	
Informing you about recently released articles/reports/newsletters	76	105	BFH	67	122	ADE	72	40	
Providing schedules for conferences and workshops	66	91		67	108		62	34	
Products/services being clearly identified as coming from FS R&D	80	104		77	119		76	41	
Relevance and Quality	73	106		74	128		74	43	
Addresses problems, issues or needs that you currently face	76	105		77	128		78	43	
Provides detailed and actionable solutions	72	100		73	126		71	43	
Provides solutions that are workable with your resources	69	99		73	122		71	42	
Helps anticipate emerging problems, issues or needs you might face	73	102		74	123		74	43	
Staff	90	92		90	108		92	33	
Courteousness	93	91		92	107		95	31	
Timeliness in responding	86	92		87	108		89	32	
Knowledge	91	92		91	108		92	33	
Accessibility	79	105		81	128		78	42	
Ease of finding information	74	105		76	128		76	42	
Organization of material	79	103		81	125		77	42	
Design and presentation of material	81	103		84	125		81	42	
Customer Satisfaction Index	75	107	H	75	129	H	78	43	H
Overall satisfaction	81	107		81	129		82	43	
Compared to expectations	73	107	H	72	129		74	43	H
Compared to the ideal	70	107		71	129	H	75	43	FH
Likelihood to Recommend	88	107		84	129		84	43	
Likelihood to use products and services in future	92	107		90	129		86	43	
Confidence in using products and services	86	107		84	129		86	43	
Difference FS products and services make	76	107		75	129		71	43	

Total Sample Size

107

129

43

Letters indicate a significant difference from Strategic Program Area (SPA) at a 95% level of confidence: A=Wildland Fire, B=Invasive Species, C=Outdoor Recreation, D=Water, Air and Soil, E=Wildlife and Fish, F=Inventory and Monitoring, G=Resource Management and Use and H=Other

Scores by Strategic Program Areas (SPAs)

	Water, Air and Soil			Wildlife and Fish			Inventory and Monitoring		
	Score	D n	Sig*	Score	E n	Sig*	Score	F n	Sig*
Products	85	93		85	131		83	140	
Accurate and up-to-date	85	92	FH	86	130	FGH	80	140	BDE
Easy to understand	84	93	FH	83	130	F	77	139	ABCDEG
Scientifically sound	88	93		87	131		86	140	
Authoritative source (provided by subject matter experts)	87	90		88	131		87	139	
Unbiased	83	89		82	129		84	138	
Comprehensive	80	92		84	129		82	140	
Services	87	69		85	73		85	111	
Ease of scheduling the event/consultation	81	51		81	50		82	92	
Clarity of the information presented/provided	86	69		84	72		83	110	
Usefulness of the information presented/provided	85	68		84	73		84	110	
Presenter's/consultant's knowledge of subject matter	90	65		88	72		89	108	
Ability of the presenter/consultant to answer your questions	88	60		87	62		86	108	
Communication	75	93	FH	73	132	F	67	138	ADEG
Informing you about the availability of new product and service offering:	73	87	F	72	125	F	64	128	ADE
Informing you about recently released articles/reports/newsletters	74	93	BF	75	128	BF	67	133	ADE
Providing schedules for conferences and workshops	68	75		63	107		61	120	
Products/services being clearly identified as coming from FS R&D	82	83		79	124		74	128	
Relevance and Quality	75	92		72	131		71	139	
Addresses problems, issues or needs that you currently face	81	91		76	128		75	138	
Provides detailed and actionable solutions	74	88		69	128		68	133	
Provides solutions that are workable with your resources	71	83		69	126		69	129	
Helps anticipate emerging problems, issues or needs you might face	75	83		72	125		70	131	
Staff	92	76		90	100		88	127	
Courteousness	94	75		92	99		91	127	
Timeliness in responding	87	75		87	99		84	127	
Knowledge	93	76		92	98		89	126	
Accessibility	81	94		81	132		77	140	
Ease of finding information	78	93		78	132		72	139	
Organization of material	81	92		81	130		78	139	
Design and presentation of material	84	92		84	131		81	140	
Customer Satisfaction Index	79	94	FGH	76	132	H	72	140	D
Overall satisfaction	85	94		81	132		78	140	
Compared to expectations	76	94	FH	74	132	H	71	140	D
Compared to the ideal	75	94	FGH	71	132	H	67	140	CD
Likelihood to Recommend	88	94		86	132		84	140	
Likelihood to use products and services in future	91	94		92	132		91	140	
Confidence in using products and services	87	94		83	132		83	140	
Difference FS products and services make	76	94		74	132		79	140	
Total Sample Size	94			132			140		

Letters indicate a significant difference from Strategic Program Area (SPA) at a 95% level of confidence: A=Wildland Fire, B=Invasive Species, C=Outdoor Recreation, D=Water, Air and Soil, E=Wildlife and Fish, F=Inventory and Monitoring, G=Resource Management and Use and H=Other

Scores by Strategic Program Areas (SPAs)

	Resource Management and Use			Other		
	Score	n	Sig*	Score	n	Sig*
Products	83	445		79	75	
Accurate and up-to-date	83	444	EH	78	74	ABDEG
Easy to understand	80	445	BF	78	75	BD
Scientifically sound	86	441		84	74	
Authoritative source (provided by subject matter experts)	87	441		82	75	
Unbiased	81	432		77	72	
Comprehensive	81	433		76	75	
Services	86	320		83	61	
Ease of scheduling the event/consultation	81	243		78	43	
Clarity of the information presented/provided	85	318		81	61	
Usefulness of the information presented/provided	85	320		82	60	
Presenter's/consultant's knowledge of subject matter	90	315		85	55	
Ability of the presenter/consultant to answer your questions	87	302		84	54	
Communication	72	444	F	68	78	AD
Informing you about the availability of new product and service offering	69	421		66	74	
Informing you about recently released articles/reports/newsletters	71	430		69	76	A
Providing schedules for conferences and workshops	67	370		59	65	
Products/services being clearly identified as coming from FS R&D	78	424		76	70	
Relevance and Quality	72	443		69	77	
Addresses problems, issues or needs that you currently face	75	432		72	73	
Provides detailed and actionable solutions	71	425		65	67	
Provides solutions that are workable with your resources	70	415		65	65	
Helps anticipate emerging problems, issues or needs you might face	72	422		67	71	
Staff	90	368		89	71	
Courteousness	92	367		92	71	
Timeliness in responding	86	368		84	71	
Knowledge	91	366		88	70	
Accessibility	79	446		77	79	
Ease of finding information	75	442		73	78	
Organization of material	79	441		76	78	
Design and presentation of material	82	441		80	78	
Customer Satisfaction Index	75	449	DH	70	79	ABCDEG
Overall satisfaction	80	449		77	79	
Compared to expectations	73	449	H	67	79	ACDEG
Compared to the ideal	70	449	DH	64	79	BCDEG
Likelihood to Recommend	85	449		82	79	
Likelihood to use products and services in future	90	449		88	79	
Confidence in using products and services	84	449		82	79	
Difference FS products and services make	73	449		73	79	
Total Sample Size	449			79		

Letters indicate a significant difference from Strategic Program Area (SPA) at a 95% level of confidence: A=Wildland Fire, B=Invasive Species, C=Outdoor Recreation, D=Water, Air and Soil, E=Wildlife and Fish, F=Inventory and Monitoring, G=Resource Management and Use and H=Other

Scores by Organization

	Federal Agency	State or Local Government Agency	Tribal Government	College/University Education	K-12 Education	Business/Commercial	Non-Profit Agency/Organization	Other
Products	83	84	80	84	92	81	85	84
Accurate and up-to-date	83	83	78	83	89	79	85	83
Easy to understand	80	80	83	84	92	78	82	81
Scientifically sound	86	86	83	86	94	85	88	87
Authoritative source (provided by subject matter experts)	87	87	80	86	98	85	89	86
Unbiased	81	84	78	82	93	80	83	79
Comprehensive	81	82	76	82	85	80	83	82
Services	84	85	89	87	94	85	86	87
Ease of scheduling the event/consultation	80	81	85	82	82	82	81	81
Clarity of the information presented/provided	82	84	89	86	93	84	85	86
Usefulness of the information presented/provided	83	85	89	86	94	84	85	85
Presenter's/consultant's knowledge of subject matter	88	89	89	89	98	87	90	91
Ability of the presenter/consultant to answer your questions	85	87	89	87	96	86	87	88
Communication	70	74	59	70	53	70	70	77
Informing you about the availability of new product and service offerings	69	71	51	68	49	67	66	76
Informing you about recently released articles/reports/newsletters	71	73	63	68	54	70	68	77
Providing schedules for conferences and workshops	61	70	44	64	49	66	66	69
Products/services being clearly identified as coming from FS R&D	78	80	73	78	58	73	78	83
Relevance and Quality	70	74	69	73	83	71	74	75
Addresses problems, issues or needs that you currently face	74	78	74	77	87	72	79	76
Provides detailed and actionable solutions	68	73	67	72	80	70	71	74
Provides solutions that are workable with your resources	66	71	69	71	78	70	71	71
Helps anticipate emerging problems, issues or needs you might face	71	74	67	71	83	70	73	76
Staff	89	92	84	90	95	89	91	91
Courteousness	91	93	86	92	98	92	95	93
Timeliness in responding	85	89	83	85	91	84	86	89
Knowledge	90	93	83	90	96	90	92	89
Accessibility	79	80	69	79	88	77	81	80
Ease of finding information	76	74	63	74	83	73	78	76
Organization of material	79	80	71	80	91	76	81	80
Design and presentation of material	82	83	84	83	89	80	84	82
Customer Satisfaction Index	74	77	66	75	79	73	75	78
Overall satisfaction	79	81	72	81	84	79	81	83
Compared to expectations	71	75	65	72	78	71	74	75
Compared to the ideal	70	72	59	69	74	67	70	73
Likelihood to Recommend	84	87	70	85	91	83	88	89
Likelihood to use products and services in future	89	92	89	90	93	90	92	94
Confidence in using products and services	83	85	81	84	90	83	87	84
Difference FS products and services make	73	77	74	75	73	72	75	75
Sample Size	317	274	6	249	10	134	104	79

Scores by Position

	Researcher	Educator	Joint Educator/Research	Executive	Technical/Professional	Administrative	Other
Products	83	88	85	82	83	84	84
Accurate and up-to-date	81	87	84	80	83	85	85
Easy to understand	81	86	85	79	79	78	82
Scientifically sound	84	90	87	86	86	87	87
Authoritative source (provided by subject matter experts)	86	90	85	87	87	85	86
Unbiased	82	86	84	79	81	85	79
Comprehensive	81	85	83	80	81	82	81
Services	84	90	87	82	85	87	86
Ease of scheduling the event/consultation	81	88	83	76	81	80	83
Clarity of the information presented/provided	84	88	87	81	84	85	85
Usefulness of the information presented/provided	85	89	85	81	84	85	85
Presenter's/consultant's knowledge of subject matter	87	92	89	87	89	92	88
Ability of the presenter/consultant to answer your questions	84	90	88	84	87	88	85
Communication	71	76	69	69	71	75	74
Informing you about the availability of new product and service offerings	68	75	65	66	69	71	72
Informing you about recently released articles/reports/newsletters	70	76	66	70	71	74	75
Providing schedules for conferences and workshops	67	70	61	63	64	74	67
Products/services being clearly identified as coming from FS R&D	77	82	79	77	77	82	78
Relevance and Quality	73	78	74	67	72	70	75
Addresses problems, issues or needs that you currently face	76	81	77	73	75	76	77
Provides detailed and actionable solutions	71	77	73	63	71	68	74
Provides solutions that are workable with your resources	71	77	71	64	69	66	73
Helps anticipate emerging problems, issues or needs you might face	72	77	73	68	72	70	74
Staff	89	93	90	86	90	89	91
Courteousness	92	95	93	88	92	91	94
Timeliness in responding	86	90	87	80	87	84	87
Knowledge	89	94	91	88	91	90	92
Accessibility	79	84	80	75	79	80	77
Ease of finding information	75	80	75	72	75	76	73
Organization of material	80	85	80	75	79	81	77
Design and presentation of material	82	86	83	78	83	83	80
Customer Satisfaction Index	74	78	76	71	75	74	75
Overall satisfaction	80	84	83	75	81	78	80
Compared to expectations	71	76	73	69	73	72	73
Compared to the ideal	69	73	70	66	71	69	70
Likelihood to Recommend	85	87	85	82	86	84	85
Likelihood to use products and services in future	91	91	90	88	90	89	91
Confidence in using products and services	83	89	84	82	85	86	82
Difference FS products and services make	77	77	75	70	74	75	75
Sample Size	175	78	118	97	572	56	77

Located within the 50 United States or District of Columbia

	Located in the 50 United States or the District of Columbia	Not located in the 50 United States or the District of Columbia
Products	83	85
Accurate and up-to-date	83	83
Easy to understand	80	84
Scientifically sound	86	86
Authoritative source (provided by subject matter experts)	87	87
Unbiased	82	81
Comprehensive	81	84
Services	85	87
Ease of scheduling the event/consultation	81	83
Clarity of the information presented/provided	84	86
Usefulness of the information presented/provided	84	87
Presenter's/consultant's knowledge of subject matter	89	89
Ability of the presenter/consultant to answer your questions	86	91
Communication	71	75
Informing you about the availability of new product and service offerings	68	73
Informing you about recently released articles/reports/newsletters	70	75
Providing schedules for conferences and workshops	64	68
Products/services being clearly identified as coming from FS R&D	78	79
Relevance and Quality	72	76
Addresses problems, issues or needs that you currently face	76	78
Provides detailed and actionable solutions	70	75
Provides solutions that are workable with your resources	69	74
Helps anticipate emerging problems, issues or needs you might face	72	76
Staff	90	92
Courteousness	92	93
Timeliness in responding	86	89
Knowledge	91	93
Accessibility	79	82
Ease of finding information	74	79
Organization of material	79	82
Design and presentation of material	82	84
Customer Satisfaction Index	74	78
Overall satisfaction	80	83
Compared to expectations	72	75
Compared to the ideal	69	75
Likelihood to Recommend	85	87
Likelihood to use products and services in future	90	92
Confidence in using products and services	84	86
Difference FS products and services make	75	75
Sample Size	1,010	163

Appendix D: Verbatim Comments

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**DEMO1.1 Which of the following best describes the organization you work for?
(Other please specify)**

Bank

Bi-state Commission

British Columbia Gov't Agency

Canadian Company

College and not for profit

Consultant (2)

Consultant Ecologist/Botanist

County Wild Fire Mitigation Program

Foreign Agency

Foreign Research Institute

Forest Consultant

Forest Management-Private

Forest Resource Consulting

Forestry Consultant

Forestry Consultants

Forestry Consulting Firm

Forestry Trade Association

Freelance Researcher

Graduate student

Health Care

Homeschool mother

I am Federal (NRCS) but work with a non-profit organization (RC&D).

Illinois Natural History Survey; moved from state agency to University of Illinois in July 2008.

Independent Consulting Forester

Independent Media

International Organization

Large private ranch

Local Government

Local user of forest

Member of Garden Club

Mix- Volunteer; NEWFS (NewEng Wild flwr) and Conserv (Town Conserv Comm).

National Lab

Natural Resource Consulting

Non-industrial Forest Landowner

Non-US public service (i.e. Canadian provincial)

Now retired, was with university

Personal

Private Citizen (2)

Private Conservation Consultant

Private Consultant (2)

Private Contractor

Private forestland owner

Private individual
Private landholder
Private Research Forester and Climate Amelioration Advocate
Provincial Agency
Provincial Government (3)
Provincial Government Department
Recently retired from University Education
Regional Plant Protection Organization (under IPPC)
Research Repository Library
Retired (7)
Retired - private citizen
Retired (currently some Consulting) Industry/Academia
Retired Farmer
Retired Federal
Retired Forest Ecologist of both Federal and State Governments
Retired Forester, but still working for both private businesses and NGOs
Retired Forestry Professor
Retired from a Federal Agency
Retired from a Land Grant University
Retired from business
Retired from State Government; now self-employed Forester
Retired from U.S. Fish and Wildlife Service
Retired from US Forest Service
Retired FS Hydrologist; volunteering with Watershed groups
Retired FS with University of Alaska Affiliate Faculty Status
Retired Professor
Retired U.S. Forest Service (work as a volunteer for Northern Research Station, Rhinelander, WI)
Retired University
Retired USFS
Retired, Consultant
Retired/Property Owners Assoc.
Self
Self-employed (2)
Self study
Self-employed landowner
Senior Scientist, Taiwan, ROC
Small Business/ Profit Organization
Small Forest Landowner
Special District
TAMU
Timber Grower
Timber Investment
TIMO
Trade Association
Tree Farmer

Trust

University

University education - retired

US Forest Survey (retired)

Utility

Water Company

DEMO1.4 Which of the following best describes your position within the USDA Forest Service? (Other please specify)

1/2 time NFS staff in WO; 1/2 SPF staff in WO

Forestry Sciences Lab

Geneticist, National Forest branch

Job Corps

Job Corps Center Staff

Multi Forest 'Zone' Resource Specialist

National Forest System Nursery Staff

National Forest System Staff, Washington Office Detached

NIFC

OC/External Affairs

Regional Office Staff covering both NFS and State and Private

Research Station Staff

Silviculturist

SO Substaff

State & Private Forestry Regional Office Staff

State and Private Forestry Regional Office Staff

Technology and Development Program Staff, WO Detached

Volunteer

Washington Office Enterprise Team

WO - Enterprise Unit (Bus. Ops.)

DEMO2. What is your primary role at your organization? (Other please specify)

Admin. Sport/Personnel/Purchasing, etc.

Admin/Research

All of the above (2)

Clerical support

Combination of Tech/Prof and Administrative

Communications/Public Affairs

Compliance

Consultant

Contracting Officer

Counselor

Delivery

Director (2)

District Forester

District Staff

Editor (2)

Educator/Technical

Executive Producer, Presenter and Script Writer

Extension/Outreach

Field Representative

Financing & Technical assistance

Fire Protection & Management

Forest Nursery

Forest Technician

Forester (3)

Freelance Researcher

Graduate Student

Grant Manager

Growing Timber

Habitat Restoration and Commercial Forestry

I was Technical/Professional

I'm a private citizen interested in USFS issues

Intern to Researcher

Interpreter/Visitor Services

Joint Educator/Professional

Journalist

Journalist and Editor

Land Management

Land Owner

Librarian (9)

Lobbyist

Local Public Trails and Rare Plant Monitor

Maintenance

Management (3)

Manager (3)

Member Activist
Miner
Monitoring/Implementation
N/A (4)
National Program Manager (3)
Natural Resource Mgmt/Conservation
Natural Resource Officer
None
Outdoor Environmental Ed Coordinator
Outreach
Owner (5)
Owner (Administrative, Professional, etc.)
Owner/Forest Consultant
Owner; CEO
Permitter
Pest Survey Specialist
PhD Student
Planning/Permitting
Policy
Policy Advocate
PPQ Officer- APHIS, USDA
Private Individual
Professional/Administrative
Program Manager (3)
Project Coordinator/Researcher
Public Affairs (5)
Public Affairs Specialist
Public and Legislative Affairs
Quality Manager
Recreation and Resource Protection
Research & Administration/Policy
Research Scientist - Watershed Standards and Guidelines
Research/Educate/Volunteer
Retired
Retired - primarily research when active
Retired VP
Sales (2)
Software Developer
State Cooperator
Student (3)
Supervisory
Survey Coordinator/Manager
Technical Management
Timber Investment Management Organization
Timber Manager

Timber Sale Admin/FSR

Trustee

Vice President, Gov't Liaison

Visitor Services

Volunteer, Soil Scientist retired

Wildland Fire Manager

Woodland Manager

DEMO3.2 Please specify your location below.

Akwesasne, Ontario, Quebec & NY, on all aboundaries

Alberta

Amherst, MA

Arcata, CA 95521

Athens, Georgia

Athens, Greece

Australia (3)

Austria

BC

BC, Canada

Beijing, China

Belle Fourche, SD

Berkeley, California

Big Pine Key, FL

Billings, Montana

Birmingham AL

Blacksburg, Virginia

Boise, Idaho

Bradford, PA

Brazil

Brazil - Rio Grande do Sul State, Erechim town

British Columbia, Canada (14)

British Columbia Canada, eh!

Broomfield, Colorado

Buenos Aires, Argentina (2)

Burnaby, British Columbia, Canada

Butte, MT

California

Canada (9)

Canada, Ontario, Ottawa

Canadian Forest Service, Victoria, British Columbia Canada

Canberra, Australia

Chesterfield County

Chihuahua, Mexico

Chile, Concepción

Chile, Santiago

China

Chuncheon, Korea

City of Greater Sudbury, Ontario, Canada

Colleyville, TX

Colombia, Ibagué, Carrera 4C 3978 Macarena Baja

Coudersport, PA 16915

Dadeville, Alabama 36853

Delta Junction, Alaska
Delta, British Columbia
Department of Forestry & Natural Environment, University of Thessaloniki, Thessaloniki, Greece
Dunlap, California
Ecuador
England, United Kingdom
Fed.Univ.of Tech, Akure, Ondo State, Nigeria
Federal Way, Washington
Flagstaff Arizona
Fort Collins, CO
France
Fredericton, New Brunswick, Canada (2)
Ft. Jones, CA
Gatlinburg, TN
Germany (2)
Grand Junction, Colorado
Grand Rapids, MN
Grangeville, Idaho
Greece -- Europe
India
Indonesia (2)
Islamic Republic of Iran
Istanbul Turkey
Italy
Jamestown, ND
Jammu and Kashmir (India)
Jena, Germany
Juneau, AK
Kasetsart University, Thailand
Kentucky
Korea
Laporte, PA
Logan, UT
Madison, Wisconsin
Malaysia
Manitoba, Canada (2)
Medford, Oregon
Media, PA
Mexico
Michigan
Missoula, MT
Montreal, Canada
Morgantown, WV
Nanaimo, British Columbia
NC

Nelson, British Columbia, Canada
Nevada City, California
New Hampshire
New Paltz, NY 12553
New Zealand
Oakville, Ontario
Ontario Canada (5)
Ottawa, Ontario, Canada
Ourimbah, NSW, Australia
Paris, France
Pendleton, Oregon
Philippines
Phoenix, Arizona
Pineville, LA
Placerville California
Puerto Rico (20)
Québec
Québec, Canada (2)
Raleigh, NC
Raleigh, North Carolina
Regina, Saskatchewan, Canada
Republic of Croatia, Europe
Rifle, CO
Roseburg, OR
RTP, NC
Russian Academy of Science, Russia
Sacramento, CA
Salem, Oregon
Salida, CO
San Juan, Puerto Rico (2)
San Luis Obispo, California
Santa Fe, Argentina (farm located in Entre Ríos - Argentina)
Seattle, WA
Seoul, Korea
South America
Southwest Georgia
Southwest Virginia
St. Croix, U.S. Virgin Islands
St. Paul
St. Paul, MN
Suriname
SW Washington State
Taipei, Taiwan
Taiwan (2)
Taiwan, ROC

Talladega, AL
Tasmania, Australia
Tioga State Forest
Tokyo, Japan
Topeka, Kansas
Toronto, Canada
Toronto, Ontario, Canada
Turkey (7)
U.S. Virgin Islands
UK
United Kingdom
University of Alberta, Edmonton, Alberta, CANADA
University of Basilicata, Potenza, Italy
Urbana, Illinois
Utah
Vancouver
Vancouver, British Columbia; 1 km from WA border
Veracruz, Mexico
Victoria, BC, Canada
Victoria, British Columbia, Canada
Whiskeytown National Recreation Area
Williams Lake, BC, Canada
Wilmington, DE

USE1.2 Please describe the main reason why you don't make more use of the products and services provided by Forest Service Research and Development (FS R&D)? (Check only one) (Other specify)

- 1) I have never heard of FS R&D. 2) Other experiences with FS research have been bad.
- A few things are relevant.
- Any work like this will go through the St. Regis Mohawk Tribe.
- As a K-12 educator, I find your materials fascinating but more technical than is appropriate for this mostly primary age group.
- As needed.
- At this time help is not needed.
- B, C, and D.
- Budget.
- Currently do not have project work on Forest lands.
- Do not get many questions relating to these services.
- Do not have the time to dig it out.
- Don't directly use them but they are used higher in the chain of command in some programs that I deliver.
- Don't have many specific needs for the publications; only limited, but this doesn't imply a passing interest in natural resource issues.
- Don't have time to read the publications I'd like to read.
- Don't know much about it or the products.
- Don't know what they offer --- never heard of it.
- Don't know what they provide.
- Don't know what's available. (3)
- Don't really know what's available.
- Due to cut backs, we have been advised they are no longer able to assist us in the research/testing/ as they had in the past.
- Expensive.
- Few publications are in my area of interest.
- First year.
- FS products are peripheral to my main interests.
- FS Researchers have shown only intermittent interest in working with us.
- Hard to identify what those resources are and how they might be available.
- Have in-house R&D.
- Have not been made aware of what products and services you offer!
- Have not had the opportunity.
- I am indirectly a provider of these products, so I would not be a targeted user of said products.
- I am no longer working in natural resources.
- I am not aware of the products and services offered by FS R&D.
- I am not aware of the products and services.
- I am not aware of what is available.
- I am not familiar with how to access this information.
- I am not familiar with products/services relevant to my job, although they may exist.
- I am not familiar with the products and services provided by the FS R&D so I have not used them.
- I am not familiar with their products and services.

I am not fully aware of all the services available for use by me as an educator.

I am not sure how the work of FS R & D directly relates to my interests and concerns, although I suspect there is a significant relationship. I am specifically interested in forest management policy and eliminating the practice of clear cutting.

I am not very familiar with USFS R&D.

I am still a new employee and learning all the resources' available.

I am unaware of the products. (2)

I am unaware of what products they offer.

I do not know what products and services they offer.

I do not know what they offer.

I don 't have the need for the services in my position.

I don't actually use the products myself, but I acquire paper documents to add to our library collection.

I don't have the time to fully utilize the tools.

I don't have time to check every site relative to my work.

I don't hear about FS R&D products/services.

I don't know enough about the program.

I don't know enough about what is available.

I don't know much about the FS R&D products and services.

I don't know what is available.

I don't know what is offered.

I don't know what products they would have that would be of service to me or the programs that I manage.

I don't know what the products and services are.

I don't know what they have to offer?

I don't know who you are or what you do.

I don't pay much attention to what FS F&D provides or does not provide, so I may or may not be using their products.

I don't use FS R&D to conduct my job.

I find other resources just as informative and easier to talk to - less of a high brow presentation format.

I have just become aware of the services of the FS R&D.

I have looked for things but have not found things applicable for projects I am working on.

I have no idea to what products you are referring.

I have no idea what products/services they offer. I may be using them and don't realize it!

I have presented a paper at the Nanotechnology Conference in 2008 which was sponsored by the USDA FS, but I am not fully aware of the services they provide.

I haven't checked into what it provides.

I haven't taken the time to keep up with your research.

I look for specific issues when information becomes available.

I often forget about the resources you offer.

I serve as an Internal Compliance Auditor.

I should monitor more for new publications, but lack time.

I supervise people and do very little physical work.

I thought only things like wood utilization/uses were what they study. I'm a biologist.

I use FS land for botany field trips.

I use products by FS R&D that apply to the job I do when the need arises. Some times I use their products a lot and other times very little.

I volunteer in research to produce the products and services.

I was not aware of the services in Hawaii.

I was unaware of them.

I work in the Administrative arena.

I work mostly in marine fisheries.

I'm generally able to work with the problems that are identified.

I'm not an end user. (I'm a librarian).

I'm not aware of the FS Research and Development Products available to the public or other state agencies.

I'm not aware of the products/services provided by FS R&D.

I'm not aware of which products/services are provided by FS R&D.

I'm not sure of offerings and how they apply to my work.

I'm not working in US.

I'm only on the mailing list for publications.

In the past, articles from the library appeared too technical to understand, so I stopped trying.

Information on services/products lacking.

It concerns some specific subjects on our forests.

It is a matter of time to look up and download materials. Too busy.

just don't have contact with any of them.

Just learned about the availability for use.

Keen interest in forest ecology as an amateur; self-interest basis.

Lack of awareness of any relevant products/services.

Lack of knowledge about what FS R&D can provide.

Lack of knowledge of products and services.

Lack of time and familiarity with available resources.

Lack of time.

Link between management needs and research could be improved.

Little time available for working with/reading R&D products.

May not be aware of some things available - but use what I know is available. Could use handout materials for ALB and EAB Beetle, Sirex, Pine Shoot Beetle, Invasive plants - infestations now.

My need varies over time.

My research and education topics vary during the year.

My work is narrowly focused.

Needs are very limited.

Never hear about these services.

Never really thought about it.

No known reason.

No one from R&D replied to ideas that a colleague and I submitted.

Not aware of most of their information.

Not aware of products/services.

Not aware of products?

Not aware of the products available.

Not aware of the products/services they offer.

Not aware of the types of products/services provided by FD R&D.

Not aware of them.

Not aware of what is available.

Not aware of what they are.

Not familiar with products and services offered.

Not familiar with products. (2)

Not familiar with the FS R&D.

Not familiar with the products.

Not primary in my job function.

Not really aware of services available on a proprietary basis.

Not really aware of the services available.

Not sure what services are available.

Not sure what the FS R&D has to offer. You need better advertising!

Not sure what the products are or how to find out about them.

Not sure.

Not very aware of the range of products and services.

Often don't know about new developments.

Only certain research pertains.

Only require them once a year.

Only some are relevant.

Opportunities for R&D in FS are not widely available to private universities.

Other than the reason immediately above in part, I have 30+yrs. of experience, which is usually appropriate for the issues I regularly address.

Product and services very helpful but I don't often have occasion to need them.

Products provided don't require annual replacement.

Research collaborator.

Retired since 1997.

Retired, serve as volunteer.

Survey work is annual.

The FS R&D scientists tend to be fundamental but do not really understand the real world issues with implementation of technology as much as they need to.

The need has not come up in regards to my duties.

The products and services are not readily available for use in this environment here.

The products and services don't get communicated to us.

The products/services are only occasionally relevant to my classes.

The products/services I utilize are only required once a year.

The species are not the ones I plant in Mexico.

The State of Alaska have their own.

They are in a world of their own and usually not related to the programs and problems on our forest. I've seldom seen little if anything put out by the R&D program actually applied in our on the ground management. When we've tried, we were bankrupted

They haven't showed up in the searches I have initiated (Mycology).

Time constraints.

Time limitations.

Time to check what is available.

Time to use info is the major problem.

Too difficult for my students to use.

Unaware of products.

Unaware of services & products available.

Unaware of the products.

Unknown.

Used by staff I supervise.

Used periodically.

Usually PDF's are fine.

Very little interaction with Research group.

We have started multiple projects with the FPL that the researcher never finished, in spite of contracted agreements.

We use them for March is Reading Month.

Web Site is very difficult to use.

What are your products?

Work on a military range in a desert. Do use some plant material.

Would like to encourage FS R&D to spend some time on public affairs/ social science research, so that it is relevant to the issues both state and private and NFS face.

Years of problems with the research stations. Want to be involved in Forest Management not research.

USE2. Please indicate which of the following Forest Service Research and Development organizational units you use the most frequently. (If you use multiple units frequently please select the one that you use most often or one that you are best able to rate... (Other please specify)

Alaska.

Aldo Leopold Wilderness Research Institute.

All but IITF, frequently.

All equally.

All of the above.

All research station websites and HQ website.

All units, for research.

All; I handle publication requests and inquiries that may concern all of the above.

Annapolis Conference every January.

Any publications of interest, regardless of origin.

Arkansas Forestry.

Contact through Durham, NH Office.

Durham, NH. (3)

Eastern Area Modeling Consortium.

Equal emphasis on all stations.

FIA data.

FIA.

Forest Inventory & Analysis (FIA) all Stations.

Forest Inventory and Analysis (FIA) data.

Forest Inventory and Analysis Program (various locations).

Forest Inventory and Analysis, Northern and Southern Regions.

FPL, HQ, PNW, SRS.

FS Morgantown Office.

<http://www.fs.fed.us/psw/programs/cufr/>

I can't say, I use several frequently.

I request publications from IITF, PSWRS, SRS, RMRS, & PNWRS.

I use numerous of the above relatively equally, based on topical need.

IMS in Fort Collins, CO.

Intermountain Research Station.

Internet sites.

IPIF - Institute of Pacific Islands Forestry.

Irvine, PA.

Kane Experimental Forest.

Library services.

Local SRS group furnishes science fair judges and offers other forestry related activities such as Forestry Awareness Week.

Local, Blanco County, office.

Massabessic Experimental Forest (Northern Research Station).

Materials/websites selected via the Federal Depository Library Program.

Missoula MT Station.

Morgantown, WV. (2)

Most of the ones listed.

MTDC.

National Agro forestry Center.

National Tree Seed Lab in Georgia.

Natural Inquirer Journals.

NE Research Station, Delaware, OH.

NEFES Warren, PA.

New Publications from RMRS.

North Central Research Station, IL.

North Central Research Station, St Paul, MN. (2)

Northeast Experiment Station.

Northeastern Area State & Private Forestry.

Northeastern area, State and Private Forestry.

Northeastern Research Station.

Northern Research - Si Little Forest (NJ).

Northern Research Station - Columbia, MO.

Northern Research Station in St. Paul and Grand Rapids, Minnesota.

Northern Research Station, UMass, Amherst, MA.

NRCS Plants Database.

NRIS.

Of these listed I use FPL, PNW, PSW, RM, SR.

Ogden, Utah.

Online publications.

Pacific Fire Lab.

Penn State.

PNW, PSW, SRS in about equal measure.

Princeton, WV.

PSW FireLab, Riverside, CA.

PSW; PNW; RMRS.

Publications out of RMRS and PNW stations.

Reddin and Arcata, PNW Field Offices.

Research Station in Grand Rapids, MN.

Research Station Library.

Research Station, Kane, PA.

Research Stations in Moscow, ID and Wenatchee, WA.

San Dimas Technology and Development.

San Dimas.

Silvah Software Program - Kane, PA.

Station in Hamden, CT.

Student publications.

TREEsearch, where ever that is.

TREESearch. (3)

Unsure.

USDA ARS, Logan, UT.

USDA Forest Service, Northern Research Station, Syracuse.

Use them all, focused on Western US.

USFS - MU Campus.

Wenatchee Forestry Sciences Laboratory.

USE3. Please indicate which of the following Forest Service Research and Development Strategic Program Areas (SPA) to which you are most closely aligned. (If you are aligned with more than one program please select the one you most often address in dealings... (Other please specify)

Advanced Housing Research Center (building construction issues).

Again mixed use; Public Recreation & Plant Studies/Monitoring.

All because I write Watershed Management guidelines, standards and manuals describing good management practices.

All of them, for our bibliographic database.

All of them.

All program areas. (2)

All, I manage 235K acres and use all of the above to assist me with staying current.

All, I work for the Forest Service.

Analysis.

As a forest manager I use most of these areas, but need info on taxes, timber markets, inventory data, and resource management use the most.

As Administrator I oversee faculty who are involved with FS Scientists in all the above areas except Outdoor Recreation and Wildlife and Fish.

Botany. (2)

Budget Analyst assigned to allocate and monitor funds.

Carbon Sequestration and Climate Change.

Climate Change. (2)

Coatings & Finishes.

Communications.

Crossett Experimental Forest.

Customer Service.

Economics, Forest products use in end use markets.

Ecosystem Management Coordination.

Education on trees for kids and teachers.

Educational materials provided for teachers.

Educational materials.

Environmental Education.

Forest Communities.

Forest Ecology.

Forest Entomology.

Forest Genetics & Tree Improvement (2)

Forest Health, Pathology, Ecology and response of Eastern Forests to pests, disease, and anthropogenic stressors.

Forest Health.

Forest Products. (2)

FS public requests information, publications, misc. from all groups.

Grant study to further domestic consumption if wood products.

Grazing effects research and monitoring.

Housing Durability.

I cannot select one, as I use Resource Management, Invasive Species, Wildlife & Fish, Inventory & Monitoring, and Wildland Fire. All are important to me.

Insects and Diseases.

Lab Research.

Laboratory Support.

Landowner Conferences.

Least used Rec and invasive species.

Multiple Programs.

National Land Cover.

National Woodland Owner survey.

Native Plants for Wildlife Habitat.

NED Software.

Not sure.

Nursery and Seed.

Our students research all of these areas - especially those Biology majors with Environmental Science concentration.

Paint and coatings for wood.

Pathology.

Pests.

Press Office.

Products and Economics.

Publications.

Range.

Research PGM Coord. and Tech Transfer.

Restoration and Revegetation.

Review of flora available - Ethnobotany.

Scenery Management - which is not recreation.

SCEP and STEP Program.

Several of these program areas offer help on science fair projects.

Silviculture.

Social Science.

Sorry, single box is what in wrong with USDA/Forest Service, basic Ecology/Wildlife is what's missing.

State and Private Forestry

Student publications as a result of this research.

T&E species.

TREEsearch.

Urban and Community Forestry.

Urban Forestry/Urban Natural Resource Stewardship. (2)

Urban Natural Resource Stewardship.

Urban Tree Care.

USDA-FPL Res Areas.

Utilization.

Vegetation Ecology. (2)

Wood Adhesives.

Wood and Wood Products.

Wood Products and Alternatives Research.

Wood Science.

Woody Biomass Utilization.

USE4.1 Please indicate which of the following Forest Service Research and Development PRODUCTS you USED during the past year. (You may select all that are appropriate.) (Other please specify)

Adaptive Management Experience and Guidance.

All of the above - they are inter-related.

All USDA publications series (GTR, RN, RP, RB); Forest Health reports.

Applied Research findings relevant to management issues on the National Forest.

Basic research being conducted in conjunction with this agency.

Basic wildlife and ecology notes, what few are available.

Borrowing Herbarium specimens.

Chemical analysis reports and PR GAP from IITF.

Climate change impacts.

Climate change specific articles/research.

Climate change.

Computer Modeling of Wildfire.

Consultation with staff.

Cooperative research with FS researchers.

Coordination with PGM Mgrs. and scientists for joint PGM objectives.

Direct personnel assistance.

Economic Analysis and Molecular Diagnostics Statements of Work.

End use market analysis. Residential, R&R and other volumes used in the U.S.

Energy dynamics in oak dominated ecosystems.

Ethnobotany search across site.

Experimental Forest watershed data (rainfall, streamflow, chemistry).

Expert input from scientists via phone.

Expertise of individual researchers working on various invasive species.

FIA data.

FIA databases and methods.

FIADB.

Forest history, e.g. Dr. Bob Curtis's works and related topics.

Forest Landowner Survey -- [Name].

Forest Management Update.

FS Data.

Geographical Information Systems (GIS) data.

I was provided with custom FIA data by [Name] and [Name]] - they both did a phenomenal job.

Individual researcher consultations.

Interviews based on research knowledge.

Inventory software NED2.

I-Tree.

Least used popular articles, conservation ed, and monitoring protocols.

Long-Term datasets.

Map Resources.

One-on-one contact and information from researchers at Columbia.

Outreach video, DVDs etc.

Participation in discussions with research staff is most helpful.

Personal interaction with researchers to transfer their technology to land management.

Personal presentations by PNW personnel at NFS/PNW meetings.

Pest Alerts. (2)

Pesticide Risk Analysis Reports.

Professional Meeting Presentations.

Publication Services.

Range-wide species assessments & trend reports re: water & climate change.

Research dealing with invasive pests.

Research Personnel.

Science [can't recall the right name but it is published monthly to report on science applications in the PNW ICRB].

Silvah.

Strategic Inventory Data.

Table maker online. National Woodland Owner survey.

Techniques/technology/methods developed by USDA researchers.

Timber Management Field Book.

Timber Products Output & Use.

Urban Forestry Stx.

Urban Forestry Webcasts.

USFS PNW RS staff have played a critical role in sustaining the Oregon Oak Communities Working Group.

Wood Handbook; Dry Kiln Operators Manual

USE4.2 Please indicate which of the following Forest Service Research and Development (FS R&D) SERVICES you USED during the past year. (You may select all that are appropriate.) (Other please specify)

Acquired research reports related to FS R&D through TREEsearch site.
Annual Slow the Spread meeting.
Chemistry lab services at IITF (invaluable!) and remote sensing products from IITF labs.
Collaboration with Forest Service R&D in research efforts.
Collaborative studies.
Culvert design, research publications, and planning docs.
Educational materials.
Factsheets and identification tools.
I don't go to meetings like SAF anymore.
Information published to the website.
Instructional support materials for The Natural Inquirer (podcasts, handouts, etc.).
Library at the International Institute of Tropical Forestry.
Library resources at USDA-FPL each time I go to Madison, or via internet.
Local Ranger District Resource/Inventory Specialists
Many publications by the FS NRS.
Mapping products.
Material obtained via internet.
Materials on conservation and invasive plants in the classroom.
Natural Inquirer publication.
Notification of availability of newly-released publications
NSRE database.
Observing Poster Sessions at National SAF meeting in Reno.
Online data bases and data tools.
Online PowerPoint presentations from conferences & meetings.
Online publications.
Online research.
Partnering with researchers on specific research projects on a continuing basis.
Please note: my concerns about comprehensiveness and bias pertain only to certain USFS scientific articles.
Publication delivery via internet and hard copy. Mostly Internet.
Publication services.
Publications. (6)
Published information only.
Read newsletters; use USFS Website at least a couple of times a month.
Refereed publications.
Refereed scientific journal articles.
Reports and articles.
Research documents published by various regional operations.
Research laboratory.
Research report webinar.
Review of Forest work.
Tech Papers.

Technical documents.

Technical publications and journal articles.

Use of national grasslands for research sites.

Usually what I can locate on the web.

Various services utilized in Forestry Awareness Week programs.

Web based products.

Webinars.

Website information.

Websites.

Websites.

Worked together on cooperative projects.

ACC1. How do you typically access the products and services provided by Forest Service Research and Development? (Select one) (Other please specify)

2 and 4.

All four of the above.

All of above, equally. (2)

All of the above depending on the information sought.

All of the above especially the first three. No one typically.

All of the above, none more than the other as far as significance.

All of the above. (7)

All of them.

All the above. (3)

Both direct contact with scientists, and downloading publications from the web.

Both: requesting hard copies and downloading and sending them out to public via mail or email.

Cannot select one: use hard copies, downloads, direct contact, and conferences.

Combination of hard copy and electronic.

Deputy Area and Field Budget Coordinators.

Email newsletters.

Half the time I download info and the other half I request hard copies; please don't get rid of hard copies.

I use all these methods and don't want to pick just one.

Meeting participation.

Mostly download/direct contact about equally frequently, and hard copy less frequently.

Mostly emails, sometimes personal and thru intermediates and sometimes public presentations.

Request hardcopy & download.

Request varied research material, direct contact, and downloads; all 3.

Sawmill industry use and needs from the Tongas, NF.

Several of the above. Don't even remotely see why this is a 'choose one' question.

Use online data bases & tools.

Using Fido II.

Web, conferences, phone, email; depends on product/service.

Web, in person and conferences.

Western Forester / Society of American Foresters pubs.

WEB2. What comments do you have about the website?

1. Doesn't allow (or isn't clear about) searches across all the research stations and centers. 2. Not set up well to browse for information. One has to know what one is looking for, rather than being inclined to explore. For instance >80% of US population lives in cities, but one can't find anything on urban forestry/urban natural resources stewardship R&D unless one knows that it is a growth platform. 3. The first level of user interface is too text heavy. So first introductory pages give lots of detail about key concepts that don't intuitively telegraph their range of R&D. First level pages should emphasize breadth of what is available rather than depth. 4. TreeSource only includes publications of agency scientists. The USFS has funded research conducted by university and organization collaborators that is peer reviewed and published in academic journals. Such work is done on grant/contract to address particular R&D needs, but clients who would find it of value can't get to it via TreeSource.

A bit hard to navigate at times. Hard to go direct to a publication; have sometimes not been able to find a publication, even with a pub. number, without going through several steps.

A good service for the community.

A little confusing in the beginning.

A little hard to navigate through, although understandably complex for such a diverse organization.

A lot of information with small font size.

A reasonably good website, can use some improvement, but what website do you know of that can't.

A useful source for discovering related work by USFS.

A valuable guide/introduction to potential resources.

An excellent portal to a vast amount of information.

As good as it can be, given the huge amount of diverse information it contains.

As with every Forest Service web site (or perhaps I should say all of them in the aggregate) FS Research web sites are all difficult to navigate through. They are organized differently, use jargon that is difficult to understand, require a lot of exploration before I find what I am looking for. Independent management of all the Research web sites make it difficult to find what I am looking for. I often give up because I cannot quickly find what I'm looking for. Google sometimes will help, but often FS Research web content doesn't come up near the top.

Because of the many research stations and years of publications, a more sophisticated search capacity is necessary. One that allows someone to search each lab's work simultaneously. It would also be useful to have a sentence - to short-paragraph description that accompanies the name of the publication, model, or article.

Better than some but not always current.

Busy. Put most requested links up front. Other than that, seems fine.

Can be difficult to navigate where you want to go. Sometimes it is not intuitive where some information is stored.

Cluttered.

Complete and well done.

Comprehensive and user friendly.

Comprehensive information and relatively easy to find information that is relevant to what I am doing.

Comprehensive, intuitive, and easy to use.

Confusing. Too busy. Too many menus scattered around the page.

Could use more current news -- it's too static.

Could use some reorganization to make materials easier to find.

Different research stations have different methods (and efficiencies) of identifying and supplying research articles.

Difficult to find information. (2)

Difficult to find publications. I usually use Google rather than the USFS search and have better results.

Difficult to navigate through the site.

Difficult to navigate.

Difficult to search in a meaningful manner and difficult to find anything. I generally contact folks I know in the organization and have them search for me. It works much better.

Don't have any comments.

Downloading is not easy. Recent reports are not interactive. They are scanned material and not useful for mark and demand for hard copies. I may prefer to follow recent publications by using website but I can not demand for them by using it.

Easier to find things on it with Google than to go to the site and search.

Easy to find information. Clear and precise. Excellent detail.

Easy to find publications, but information on work in progress is often not available. Knowing what's new is especially important and the delay until publications is often too long. Often I want to access datasets for my own analyses, but these are often poorly documented, not available, or undiscoverable. Also, downloads speeds are painfully slow, especially for large datasets.

Easy to follow. I can find what I need.

Easy to navigate, attractive appearance.

Easy to navigate, fairly comprehensive.

Easy to navigate, lots of good information.

Easy to navigate. (2)

Easy to navigate. They need to continue to make old publications available for downloading.

Easy to negotiate, functional.

Easy to use, accurate, and well organized.

Easy to use. (3)

Enjoy the organization of the site, and am able to obtain what I am looking for in a timely manner.

Everything is layed out well.

Excellent resource for my academic career and my students' professional formation.

Excellent, practical, usable information, and generally easily accessible.

Excellent, well organized.

Excellent. (5)

Fairly difficult to navigate and quickly find the information I am looking for. I usually use the FPL site and I do not consider it to be user friendly.

Fairly easy to find things.

Fairly easy to navigate at higher levels, but I sometimes get lost/stymied when chasing specific materials.

Fairly easy to navigate, good links.

FIA, RPA, and timber harvest information is difficult to locate. FPL research is very good but there is far too little funding and personnel devoted to forest products.

Finding reports/documents that are not traditional GTR's etc. is difficult. Organizing by subject rather than project name (which is cryptic to those outside of R&D) would help. Things are buried and it is difficult to find them, need better search tools. If I see a news release about some research that cites a progress report, I should be able to find that report by subject or researcher without first knowing their 'team' or project name, etc.

Forest Products Laboratory does a good job.

Free access to pdf document is a must.

Frequently out of service. Not easy to find information. Older pubs not available.

General good comments. It's hard to search and find info though. Searching returns many irrelevant hits. Unlike Google where the first few hits are exactly what I'm looking for. I suggest contracting with Google to provide searching. Also, it is very difficult to find articles from the stations except, perhaps the southern stations. FS publications are particularly hard to find. Once I do find the complete list of all FS pubs from a particular station, many are not available on line and some can't even be ordered in

print. But these could easily be scanned simply for the cost of clerical labor. But really the FS station sites can be quite informative

Generally quite useful; occasionally I have difficulty finding the exact material I am seeking. I also find it a source of new information and a way of 'keeping up'.

Generally very good, however it is down often (like just now while I was taking the survey).

Good design/easy to find information.

Good site, fairly easy for a novice like me to negotiate. Hard to get a response though when inquiring about workshops and their availability.

Good site. (3)

Good website but sometimes a bit difficult to traverse. Overall fine.

Good website, sometimes not available.

Good website.

Good website. Easy to navigate.

Good, but sometimes not well maintained. Design and layout can sometimes be confusing.

Good. How long will the website be down for maintenance? (3)

Great content. Some challenges negotiating my way through websites, occasionally (most frequently the RMRS website). Some difficulties locating particular papers, occasionally. Overall, thank you for your excellent work.

Great gateway.

Great job meeting the needs of both the academic community and the public.

Great place for a lot of information.

Great resource.

Great site.

Great source for publications.

Great!

Hard to find pest alerts and those I could get to were incomplete or the page wasn't found. Otherwise I like the site and it was easy to find contact information for people I work with.

Hard to find publications, so many different units, publication types, etc.

Hard to find specific contact information for scientists. The USFS web presence is too controlled and has an internal focus.

Hard to find stuff.

Hard to find the publications - need easier direct links higher on the website; easy to download; search is better, but would be helpful to have key words available or way to browse.

Hard to find things.

Hard to follow to needed information in key subjects. Better access to graphic resources needed.

Hard to navigate and find information sometimes.

Has a few glitches depending upon browser. For example, in IE-7, text appears at bottom of page below right bar leaving a big gap in middle of page. Looks fine in Firefox & Safari though. Do more page testing.

Has a lot of well organized information.

Have a tab available for Small Forest Landowners which contains items and links to information and research related to their issues directly or indirectly.

Have fun moving everything to the Portal!

Haven't visited for a while. I mostly go to the 'Tree search' website.

Helpful.

I am easily confused about technical terms and labels. It would be helpful to have a reference to sort out what some of the terms and abbreviations mean.

I cannot notice the integration with the National Forest System on this page. It is hard to find how research is shared and operationalized in the USDA Forest Service organization. It seems too strictly orientated to external partners and the networks with the Forest Service and other related public institutions.

I find it to be very helpful and a source of information for reviewing supporting literature and to understanding current forest resource and ecology issues.

I find it useful, but occasionally I am unable to find the info I need.

I find many of the publications online to forward to the public, and also keep up with the new reports coming out. Because I take care of the public and their requests for information, this website has been very helpful to me.

I first check the State of NH available data then resort to other national sites. Often to Cooperative Extensions and Universities sites. Forest Service is not often a source I use.

I found it provided the useful links for which I was searching.

I generally go directly to the stations.

I had trouble finding older material.

I hadn't been to the site in a while; I love TreeSearch! I believe many who could benefit from the website do not remember to go there as a source because they are so overwhelmed with other aspects of their job, so many miss out on great information and supporting documentation for the work they do (particularly when planning projects).

I have not been on recently but did find it hard to navigate around and find information.

I just opened it and the main panel (top middle) is totally blank. In general the organization is not very good. Also not good having to have all that non-R&D stuff taking up space on the left.

I like that climate change research topics are organized by region, in addition to national scope.

I like the green look of the pages.

I like the layout, I can usually find what I want on the site and the headings are useful.

I love the accessibility to old publications and articles as well as info about the researchers and their emphasis.

I often find what I need.

I should visit the site more often. I don't always remember about FS R&D website.

I sometimes struggle to find the information that I'm looking for. That said, I don't have any constructive comments on how to make such a search easier.

I thank you very much.

I think this web is very valuable for me, mainly to help more information that related with my expectation in Ecology Watershed and Forest Conservation. Some of products have typically with our services area in semi arid region, like the fire, water crisis and poverty. I hope FS R&D step a head to inform us about the new products, because is very important to updating information. I suggest to FS R&D to be more reliable in supporting information through their website and making it easier to download. Sometimes we have difficulty downloading the information, and when we try to demand the hardcopy, we get information that stock is unready. I give honorable to staff who are professional in services includes sending the hardcopy. I think, this web is be a great resource information to inspiring scientists and strengthening the policy. Congratulations.

I use the invasive species sites, very valuable and very accessible to the public.

I use the website to find publications through Tree Search. Process is not very good; I have better luck finding relevant publications/publication numbers with Google.

I usually call the research person first, then go to web if information is there. There is lots of old excellent studies. I am not sure they are all available on the web.

I usually use another search mechanism and may come to the site you mention. Perhaps the site could be organized to address specific land use decision making questions?

I visit other FS websites such as the PNW website more frequently.

I visited the New Invasive website for RMRS. I like it. I wish they were allowed to be a stronger, dedicated unit in Research & Development. I know what they have/are allowed to work with and they do pretty well for the very limited resources they have.

I was able to follow up on my questions.

I wish there was a better link on the intranet from the main headquarters site to the individual research stations' website. If you click on the link for R&D, you get to the WO site, but from there, there isn't an intuitive link to the individual stations.

I would like more information on conferences and presentations that might be of interest to me.

I would like more personal updates as to when information is available.

If I didn't know the FPL existed it wouldn't be easy to find it on this site. The same for the Princeton, WV facility.

I'm still stuck in the world of dial-up internet and I have seen lots of features that interest me greatly but navigating most modern sites with a dial-up connection tends to be more frustrating than rewarding.

Impossible to find research reports based on subject matter; search takes you to any publication with the term in it somewhere.

Improved search engine would be nice.

In general, it is very hard to navigate thru the R&D websites. I often know what I want but have a very hard time finding it.

Is very user friendly but I think that the product need more cross references to make general keywords work.

It appears to be designed by researchers for researchers.

It has been down, recently - (www.fs.fed.us/t-d).

It is a generic federal site that may not be flashy, but it allows quick and easy access to the Treesearch area that I want. The search engines are quite adequate and the download speed is excellent. I am particularly glad that they are putting some of the older research up on the web.

It is a great site.

It is a pretty good web site. Sometimes I have to search a little to find what I am looking for but it can usually be found.

It is a very good site which has easy to use links.

It is a very good site.

It is an excellent source of information when problems arise and answers are needed.

It is another website, not bad, not great.

It is currently unavailable when I checked right now.

It is difficult to find the publications I want to access, so I usually go to Research Stations and government library sites instead.

It is difficult to find things on the website (need better organization and search engine).

It is difficult to navigate and it is especially difficult to locate electronic versions of FS publications. It lacks what psychologists call 'usability intuition'.

It is easy to read. As you will realize from the rest of this survey, I am mostly interested in the publications series which we cover for our bibliographic database (Forestscience - formerly TreeCD). So I am using the website as a way into publications that are not on Treesearch.

It is not the most logical system to navigate.

It is pretty good overall. However, it is not all that clear nor easy to navigate. Could use some help to streamline and highlight links. There was not a quick, easy way to request educational materials like tree posters and teacher guides.

It is sometimes difficult to find older publications in PDF form and there have been a number of instances where I have tried to access the site and it has been shut down for some reason.

It is well constructed, but sometimes it is difficult to find specific information.

It is well organized.

It seems a bit limited in terms of products and the search function can be improved.

It should split up the focus points, like woodscience, wood & energy, wood & trade, making it easier for people.

It was fine. I mostly use it to navigate to contact info for people I've met or heard about.

It works.

It would be better if all publications were available electronically.

It would be helpful if it were easier to quickly get information about locations and personnel at individual project locations, i.e., work unit specific web pages.

It would be nice to have a publication request form that was automated.

It would be nice to have links to the stations on the front page.

It would be very helpful to my job as editor (and to other technical editors) to have a convenient searchable link for USDA USFS publications.

It's easy to use. Sometimes hard to find publications I know are available but limited to internal distribution.

It's fine - pretty well organized and easy to find various reports needed.

It's great!

It's great.

It's has been a while, not sure I can add anything here.

It's not a bad site. I seem to be able to find what I need.

It's often hard to find what I am looking for.

It's often unavailable. Many publications I want to find are unavailable. I have to look for updates in case they're there (i.e., I am not informed when information I might be interested in becomes available).

It's ok.

It's unavailable too often.

It's very difficult to access existing publications. My typical experience is that I know there are numerous publications on a particular topic and the website doesn't come up with any.

Just great!

Lab and personnel info not easy to find.

Like most websites, it is difficult to navigate and find the 'right' stuff. Tends to show too much material during searches. I don't know the answer, but I think it errors on the side of showing everything.

Like Treesearch when it's up and running.

Links to individual stations not immediately apparent (at that time); sometimes not immediately apparent where a particular product/service is available.

Links to the pubs. In each research area and geographic area or office (where applicable) would help.

Lots of info.

Make it easier to find contact info for individuals and improve search capabilities for research publications.

Make it easier to find contact information for all your personnel and data on national forests.

Many of the USFS are easy to follow and done well. The few web sites that have not been done well or as up to date I believe are a reflection of staff turn over in those programs.

Missing information on the page at this time but usually excellent site.

Moments ago the link resulted in this message: Forest Service Website Is Currently Unavailable. In past visits, I found the search capabilities to be quite unwieldy and slow -- needs improvement.

Much better than most Forest Service websites. Can you please help organize the FS homepage?

Must be OK as it didn't make an impression one way or the other.

My general impression of the USFS website has been that it is very difficult to find items, particularly publications, on it. The search engines appears to be too specific and this leads to regular frustrating interactions with the website.

N/A

Navigation is very difficult. I've had a very hard time finding information on the site. I very often give up and use Google, which seems to do a better job searching information and resources on your site.

Navigation was fairly straight forward. Relatively easy to find the pubs I was looking for.

Need more powerful search engine.

Need to get all GTRS and research reports on web.

Needs updating.

Never enough time to really utilize all these types of resources. Need more straight to the point 'this is the results and management implications' without all the searching and reading of supportive materials.

Nice website, a little hard to search on.

Nice.

No problems negotiating the website to find what I was looking for (and subsequently downloading copies of a report).

No problems.

None at this time.

None for now.

None. (16)

None. Seemed pretty logical.

Not consistent between regions; sometimes disorganized and difficult to find materials; professional looking.

Not the easiest website to find info on but still better than most.

Not visited often enough to evaluate.

Nothing comes to mind.

Nothing particular.

Nothing specific. Heavy workloads and project priorities do not allow me much time to spend using all the resources available.

Often difficult to find information desired.

Ok. (2)

Organized very well and easy to find subject matter and answers.

Outstanding.

Overall a good site but you could make it easier to find info.

Overall design is nice, some ease of use problems.

Overall, it seems very good! Some improvements with article search might be more helpful.

Paths to finding research info and then ordering it are variable. Sometimes clear and sometimes very confusing. I have on occasion given up while trying to order documents.

Perfect.

Perfectly adequate for its purpose.

Pretty good.

Provides excellent information, which I need.

Publications are poorly referenced. Search engine does not work well. I appreciate the availability of the publications online. I think that it would be good ultimately to scan all FS Research publications published by the USFS and make them available online. Bibliographies of articles related to current topics (e.g., climate change) available from Canada, Mexico, and elsewhere overseas would be very useful as. For example, how can we find out rapidly how CISRO is dealing with climate change in Australia. I would like to see evidence of learning and dissemination of knowledge from the global forestry/forest ecology community. You could be a terrific clearinghouse - a leader!

To recover information of some very specific aspect is difficult sometimes (it is necessary to upload many archives until finding the one), but I do not know if it is possible to do something to improve it

because to a great extent it is difficult to define the problem (due to the differences with our forests always is deficiencies with some degree of abstraction).

Relatively easy to navigate.

Results of investigations that orient the decision making for Natural Resources.

Satisfactory. Reasonably easy to navigate. Recently improved.

Search features are not easy as they can be. Easier to Google and hope that finds the research. Links to other FS Sites are not clear for people outside the FS.

Searching for publications on a particular subject is not as easy as it could be.

Searching for research publications is easy and the information about them is comprehensive. I particularly like the way recommended citations are shown. I have recommended the website to students and other researchers.

Seem fairly up-to-date though I don't go there often.

Seemed to be a decent portal for finding information.

Seems well organized. Kept simple which is a desirable characteristic.

Seems well organized. Materials are easy to search and download or access online. Good site.

Simple to navigate.

Sites are well laid out and I was able to find informative articles.

Some recent searches weren't effective in finding documents; older documents not available.

Some what hard to find publications. Key word search would be nice.

Sometimes awkward to navigate to desired information.

Sometimes difficult to retrieve items I've previously used.

Sometimes hard to navigate, especially in finding the experts to talk with.

Sometimes have trouble finding the publication I'm looking for.

Sometimes material and publications do not appear when I search. Also, it would really be helpful if the scientists were listed in a way that included area of expertise and contact information.

Sometimes search engines are not specific enough. Also, it's difficult to find some statistics.

Thanks for refocusing the availability of this site to me. I will try to remember this web address.

The addition of the 'related information' portal at the right of the page increased usefulness. Links to other sources of forestry research and educational materials would be helpful. For example, Firewise is a source of fire education materials and FRAMES and Lessons Learned provide other sources of fire research and educational materials. How does the USFS research and education function integrate with the other major sources of scientific information at universities, non-profits, and other government research organizations?

The information is there but it is not the easiest to navigate and for a major institution, the website is down. In part the complexity of the website reflects the complexity of USFS R&D enterprise.

The print is very small on the main page and further in on some of the sidebars it is too small too. Maybe you design site with text size option and could place one of those AAA icons on the page so people could change size of text. This would make it easier to read and thus navigate.

The search sometimes leads me on a wild goose chase.

The site is good. Can be tricky to navigate, but volumes of great info are available!

The web site has good operational speed. The user is handicapped if they have no or limited knowledge of USDA Forest Service. It is a generally good portal to website contents as well as other Forest Service sites. I am only occasionally frustrated in using the website, which is less frequent than most websites.

The web site is a good resource, and I order publications from it. However, it is easier for me to call or email one of the scientists directly and talk to them, so this is what I usually do. They are extremely helpful and always concerned that their research translates into practical management tools for the Foresters on the ground. This is their great strength, and what makes them such a valuable resource for us. Please tell them to keep up the awesome work!

The website is fairly easy to get around on, though sometimes articles can be difficult to find. The only major issue I have had so far is that I attempted to contact the Forest Service via email and no one ever responded.

The website is fine but there is no information I can use in managing forest resources. The information covers topics that don't have any practical application for me and the research is biased, supporting green agendas.

The website is okay. My biggest gripe in general has been the inability to obtain research articles from journals through the Forest Service Experiment Stations Publications outlets. This requires a separate solicitation from each author. Otherwise I have no complaints.

The website reflects the almost total disappearance of National level expertise and scientific leadership during the last 5 or so years. It is hard to find any relevant expertise that represent national/international leadership at the headquarters level --- only useful information is when you click down to the regional labs and that is very uneven and with almost no scientific cohesion.

The website which I visited in 2002-2006, it was really good and I got some useful information download from it directly. It is helpful for my work during comparing something to China situation.

There is a lot of information accessible through this site, though it takes some 'poking around' to become familiar with what's there and sometimes to find specific items.

They are difficult to navigate. It is very difficult to locate the employees listing.

They get the job done. Sometimes finding resources can be difficult.

Timely, useful.

Too much clutter.

Too much green.

Too much parochialism, distinction among units.

TREESearch does not seem to be very complete. There are many publications produced by FS scientists that I can get from the IITF library, but not from TREE Search. Many IITF pubs are in both Spanish and English, but only one version is on TREESearch (not consistent as to which language either). IITF website is very slow to load and seems out of date.

TREESearch is a nice idea, but not always user friendly. Often will not return information for reports referenced in other documents.

TreeSearch was down the other day - I've gotten very used to having it available, and it usually works well.

Typical website. Nothing notable.

Usable - can usually find what you are looking for.

Use of sidebars for quick links is positive. That it follows the FS convention for all sites is good (makes it more familiar).

Useful but some search functions don't work well.

Useful --problem is that relevant websites are now so numerous that it is difficult to apportion time among them.

Useful site and pretty easy to maneuver around the site.

Useful. (2)

User friendly.

User friendly; generally well constructed.

Usually very good at selecting the type of info I'm requesting.

Very difficult to pull-up site and find what I am looking for. I Googled the name of a researcher that helped me find the information on the FS website. It is difficult to get to the publication you want. The site needs to be reorganized. I was trying to pull works of Pam Jakes and others on social science.

Very efficient, although could be more user-friendly.

Very good - easy to navigate. Perhaps more suited to Forest Service employees than the general public, but that does not affect my ability to access what I require.

Very good most of time.

Very good survey format; I very much like and regularly use the website.

Very good, and frequently used as a resource.

Very good, love the TreeSearch.

Very good. (2)

Very helpful. (3)

Very hierarchical...it can take 4-5 'click-throughs' to get to what you want. Some things should be direct linked better....i.e., organized in a logical way to the general public, not necessarily so reflective of the FS organizational chart.

Very organized and easy to use.

Very poorly organized. Does not provide ready access to needed information. The USFS should seriously consider engaging qualified professionals in reexamining its web presence, including both ordinary web pages and online resources such as TREESEARCH.

Very rich and interesting website. It is however sometimes difficult to find some documents.

Very useable.

Very useful and an invaluable resource.

Very useful and informative.

Very useful and informative. Easy to find information.

Very useful for identifying sources of information and individual scientists.

Very useful, easy to navigate.

Very useful.

Very useful. Thank you.

Website is currently down.

Website is relatively user friendly compared to other government websites.

Well constructed and informative.

Well designed and easy to navigate in.

Well designed and it's usually easy to find and download materials.

Well designed, very informative. Wished I had more time to review all the available information.

Well done site.

Well done.

Well layed out website.

Well organized & easy to use.

Well organized and easy to get around to find info.

Well organized and useful.

Well organized, fairly easy to navigate.

Well organized, I like the search capability.

Well organized, lot of info. I especially like the new order form for publications.

Well organized, pretty easy to navigate - I have never not been able to find the documents that I need.

Well organized.

Went on it just now to refresh my memory, and got the following message: 'The Forest Service Web server is currently undergoing routine maintenance or has encountered an unexpected problem. We are working to bring the Web server back online as swiftly as possible.'

When website is down for 'maintenance/servicing'; you don't know if it is for updating or just off line. FEIS was down for a week until I called and got the right person; better method of determining if offline unintentionally and contact to check.

Works fine for me.

Would like more on invasive species and less on fire. Okay, maybe as much on invasive species as on fire.

OPENEND1. Do you have any other suggestions concerning how Forest Service Research and Development could better serve you?

1) Create 'real' participation engagement in the R&D decision-making strategy models and its overall mission beyond the traditional methods of information gathering and other linear methods taken from the business community. We need new forms of collaborative working groups, technology-centered public forums, and continuous innovative synergy opportunities to happen within the USDA Forest Service's R&D operations. This suggestion is an overarching imperative for change in your organizational culture and practice. The future problems' solutions involving natural resources will need more actions led by private organizations and individuals beyond the control of the USDA Forest Service, and other public land institution. We also need new dissemination approaches that can only be discovered if we can break the traditional knowledge sharing methods of the expert TO an passive, easily responsive audience. 2) Provide more opportunities with allocated funding for ad hoc working relationships to lead to something with the Forest Service personnel beyond the traditional partner of land grant universities. 3) Provide specific tech transfer specialists to Ph.D. scientists because there is not enough time in the day for them to interact with old partners on research products and services, and conduct original research. 4) Publicize research projects and their interim results before the final phase of publishing research findings. The delayed delivery of useful research findings should not impede upon their use.

1) Revamp this questionnaire so that you may select more than one answer for some of the questions. 2) Encourage some of the 'old guard' to retire, and rejuvenate with younger more energetic scientists. 3) Encourage a closer working relationship with industry. 4) Provide adequate funding for technical support for your scientists. 5) For some projects i.e. insect virus production...leave it to private industry, redirect those funds for other more relevant research.

1. My responses to your questions vary depending on whether the question specifies the people I have interacted with or the organization as a whole. I have had a very positive experience with the FIA National Woodland Owner Survey. The NWOS is producing important results to address the most critical issue of forestry, i.e., how do we reach NIPF and help them make informed decisions. This information is critical to forestry, especially in the east. Capacity and resources should be added to the NWOS project proportionate to the importance of NIPF land in providing a continued flow of forest benefits and ecosystem services to the public. 2. As researchers retire, R&D should consider not refilling all of the positions, but using the resources that would go to fill those positions on a competitive basis to answer critical research questions. In going this path, R&D maintains the flexibility to address critical research needs as they change over time as opposed to investing in expertise in a particular field that over time becomes less relevant.

1. I am deeply grateful to USFS PNW RS staff for providing support critical to sustaining the Oregon Oak Communities Working Group. This support could not be bettered. I value the OOCWG for providing a unique and essential opportunity to share information across any and all social divisions (agencies, ownerships, governments, etc.). I find this service contrasts sharply with other governmental for (e.g., regulatory or quasi-regulatory proceedings by US FWS or local governments), which I find typically (and understandably) seek to limit discourse to the agenda or preconceptions of the conveners. Here's to USFS for helping facilitate broader discussion. I think such discussion is essential to adapt legacy conservation policies to 'dynamic ecosystems' on private land. 2. Any and all concerns I allude to in my comments (regarding bias and incompleteness) pertain only to USFS research products (and associated presentations) regarding maintenance-dependent vegetation types on private land. In fairness to USFS, I find these issues are society wide (as I am arguing in my thesis, in progress).

1. Include (and embrace?) greater attention and communication re: urban natural resources. 2. It seems that USFS R&D is done and communicated by natural resources people for natural resources people. But the potential contributions of USFS R&D extend to important comprehensive societal issues, such as public health and well-being, climate, and energy. The R&D outreach website doesn't capture that dynamic potential. I would suggest contracting non-resource professionals (such as a

social marketing firm) to develop, assess (such as using focus groups), and launch a web site that is livelier in content and presentation.

1. Make sure that nearly all cited USFS publications are in fact available thru the website.

1. Making scientific publications available online. 2. Allowing more access to programs developed (e.g. GAP). 3. Establish links between the USDA FS and local Universities to increase student participation in scientific research projects.

A central repository of USDA USFS publications, either with USDA or at a library, would be very helpful.

A current source of scientific research and information on inclusive forest resource management and resource utilization would be most helpful to us small forest landowners.

A general comment about FS and not just R&D. The different factions of the Agency seem to have very different priorities, opinions on issues, etc. When multiple factions of FS get involved in a project with our agency, they can differ widely on what should be done, who should do it, who should pay for it, etc. In such cases, FS can become more of an impediment to progress than a help. So, I guess my suggestion for R&D is to coordinate better with other FS groups; deliver a consistent message.

A monthly progress update covering on-going product development/research, perhaps in a newsletter.

Accomplishments over the years have been many and meaningful. The recent decline in resources, expertise, and breadth of projects is a great disappointment, and diminishes all of our capacity to manage forest and natural resources.

Across U.S., research by USFS employees is too small. This survey is a good example of the parochialism: I seek info from several regions, but am asked only about one. I use multiple services but need select just one. Integrate.

Address more local NFS problems that may have regional application.

All of the preceding list are necessary to build FS R&D and working toward all of them would be useful. Building research capacity though is most important.

All the suggestions in the previous question are good ones. I'd like to see FS play a larger role locally in fostering collaboration among universities, nonprofits, govt agencies, etc.

Allocate funds so that social science gets 30 - 40% of the research budget rather than the current 5% or so. Most of the issues that managers face have social dimensions to them but the amount of resources the agency invests in understanding the social dimensions of forest management issues is appallingly low.

Allow frequent users to sign up for email notification of updates (such as a new publication becoming available).

Allow the respondent to rank the previous questions. Several apply, but I am forced to choose one.

Also add old pubs to website.

Although collaboration is sometimes needed, such as in the use of FIA data, people are extremely slow to respond and we end up waiting years to get papers published because they do not participate in a timely manner.

Although painful and expensive, I like the hard copy versions to be available whenever possible. However, I wouldn't sacrifice publishing for this convenience.

As a Forest Service employee I've found R&D Service to be more current with today's methods and easier to access than R&D products. The relevance and timeliness of R&D products could be improved - connecting more with the user.

As a State of Texas ecologist dealing often with the sustainability of the riparian forest--an often narrow, but diverse and critically important corridor for wildlife and essential for the integrity of the stream. I can always use more information on critical thresholds, restoration methodologies, reliable sources of seed and nursery stock, and management approaches.

As I change from getting hard copies to getting publications on the web the need to have an easy way to search and find FS R&D products becomes more important. Maybe more information about how to find what you are looking for would be good.

At national and/or international scientific meetings, science policy forums (such as the National Academies) and science strategy meetings the Forest Service has virtually disappeared over the last 5 or so years. The Forest Service can not serve anyone in regard to science leadership if it does not rebuild its reputation for senior national level scientific leadership and expertise.

Base research on input from professionals in the field.

Become a neutral, unbiased, science driven organization resistant to outside pressures from left or right. Unfortunately your organization is currently staffed by biased individuals with personal/political agendas. The future does not look promising for a science based flow of vetted information from the USDA FS R&D.

Better integration with FS S&PF and State Cooperative Extension systems.

Better integration with managers, focus on helping address management questions. Ensure researchers vet management implications/recommendations with managers for practicality/implementability prior to publication. Ensure researchers are involved with professional societies and attend conferences to remain in touch with peers and managers and relevant topics. Encourage sharing information about publications and research with professional societies like The Wildlife Society to ensure broad dissemination of information. Encourage field specialists to contact researchers directly related to publications and research questions. Prepare (with assistance from field level staff) more manager's briefings that distill research findings into management implications - help managers interpret and appropriately use new findings. More public press releases (after vetting any mgmt implications/recommendations) of findings together with FS mgmt responses/changes as a result of new findings.

Better publicity of material available via popular type newsletters, i.e., Internet material aimed outside of research and technical communities.

By being a center for information availability, nation wide. I'm not sure if our PSW publications are available through RMRS. Would be nice to have 'one stop shopping.'

By improving communication with the overseas specialists in order to see some of the forest world problems.

By recognizing the fact that I, and many others like me, are not as computer wise as the younger generations.

Classical work and publications made available over the internet would provide a great service. Easy central access to map data is very important.

Collaborate with other agencies. Don't 'steal' data from other agencies for Forest Service Research analyses for data they did not collect. Conduct research relevant to natural resource managers.

Collaboration with state research/policy efforts. Thank you.

Collaborative research such as Agenda 2020 is very useful. Developing an over all strategy for long term research would be helpful as opposed to the current project by project process.

Conduct more research on biorational insect control; less research on invasive plants!

Conduct research, collaborate with all levels, translate research into practical management information, and have it easily obtainable.

Considerable USFS research has become very basic; the connection between research and resource management is becoming more distant. USFS should concentrate on linking research to natural resource management issues.

Continue collaboration with and funding of other researchers and make older publications available online.

Continue collaborations with State and Private Forestry by providing researchers to work with S&PF and then rely on S&PF to do technology transfer and technical assistance.

Continue or increase support for basic research, which has a big future payoff in applications.

Continue printing high quality publications like Crop Tree Management and Invasive Plants Field and Reference Guide. The feedback I get from landowners about these is off the chart!

Continue to improve the way in which publications can be accessed on the Internet. Sometimes it is just a giant listing that one has to scan through to find something of interest. Perhaps subcategories would help organize the information into easier accessed locations.

Decentralize administrative services. It is extremely difficult to work with FS because the administration bogs the process down. Of all the organizations we work with, FS admin is the slowest.

Develop a consistent set of estimation tools such as tree volume/taper and biomass for all regions.

Develop a position on the third party certification issue of US Timber Lands. This is one of the most important issues of our time, and the US Forest Service is not taking any stand. Tell America that her Forests are well managed and sustainable please! You are doing a good job, let people know, and challenge those who doubt it! The Forest Service should be taking the lead in this issue and they are no where to be found!

Develop more of a collaborative approach to research and analysis.

Directly address K-12 education: how to find out more information appropriate to students; how findings may develop in their lifetime; stewardship actions.

Distribute all research funds earmarked for West Virginia to higher priority programs like FIA.

Do more collaborations with external researchers (e.g. universities and other government agencies).

Do more in person outreach and open houses at research stations for non-Forest Service colleagues.

Do more research and dissemination of info on practical issues that affect forest management on a day to day basis: tax impacts, impact of using a consulting forester, how to reduce detrimental affects of root rot and southern pine decline, etc.

Do more research. Increase research staff so that more studies can be conducted on a wider range of topics.

Do research on things managers need answers to then provide results in very short, easy reads that give the results and management implications without all of the scientific background and detail. While the science and detail is necessary for the researchers and nice to read when time allows, most managers want the nuts and bolts and how does this change what I am doing tomorrow on the ground.

Doing a great job.

Don't lose sight that the mission of the FPL is research on Forest products. A number of peripheral, often unrelated, programs seem to have watered down the Lab's mission.

Don't oversell programs. For example, FIA is being oversold for applications it was never designed for. FIA's products are great for broader scale uses and evaluations, but not for addressing local critical questions such as fuel loading, carbon by strata, biodiversity, etc.

Due to cutback especially on the side of folks from research, we have far fewer collaborative learning field exercises between research folks and NFS managers. This is a great loss. Much more is learned via on the ground interaction vs 'go read about it on the website.'

Each of us have different needs for the Staff. I am into being aware what publications are out there, what is new and how to obtain this information for the public, via website or hard copy material. So far, I have been very happy with the services provided by R&D.

Email notification of new research.

Expand collaboration with University scientists and increase FS internal scientific capability.

FIA staff in St. Paul are particularly helpful, especially [Name] and [Name]. Too often, FIA results are delayed too long from the time measurements are done and data cleaned to publication release. I'd like to see well documented datasets for other areas as well. Often considerable value can be added by others outside FS research, especially if FS researchers may miss some critical questions.

Figure out a means to become more cost effective. Way too much funding needed to support internal costs making it difficult to conduct the needed research and quite frankly, not very competitive with university research efforts.

Find out from the Forests what are the research questions folks are dealing with on the ground. Identify ways for the Forests to do monitoring of management actions in cost effective ways. Identify how Forests can be part of larger research programs.

Find ways to make the forest land more accessible to the people of the United States. Research methods that would allow us to manage the forests in a scientific method, without interference from special interest groups.

First rate organization that needs support. Need to continue emphasis on maintaining quality programs and finding improved mechanisms for collaboration among organizations with similar interests.

Fix the FIA monitoring program.

Focus on questions raised by natural resource managers.

Focus on the science and stay practical.

Focus on work that is important, not that can be linked to the latest fad! Why must work be justified by 'fire' 'climate change' 'exotic' 'invasive'!?! Also, your relationships with university researchers are paltry, token, or nonexistent. These are highly productive folks that train our professionals and could, with support from the USFS, efficiently provide much of the information managers need.

Focus research on the needs of the states in the regions. We need much more research in the various parts of the state of Ohio.

Follow-up with survey respondents.

For managers, I think what is the most useful are documents that summarize the current knowledge about what we do and don't know about a given subject. I have found these summaries very helpful in writing NEPA documents and as a jumping off point for literature support. An example is 'Annotated bibliography for forest managers on fire-bark beetle interactions' found at <http://www.fs.fed.us/wwetac/publications.html>.

Forest Inventory and Analysis is the most important program in R&D at this time.

Forest Products Laboratory is very useful to us in academia.

Forest Service does not seem to look at the complete picture and connect forestry with forest products, such as wood and wood composites, very well.

Frankly, I've been amazed at the wealth of information that is available at the FS. Much of that information has been overlooked by industry in favor of plastics and metals. Much of the older FS research is once again 'cutting edge' with the renewed emphasis towards sustainable technologies. I only hope that the Gov't is wise enough to keep investing in basic research so that the FS can maintain its position as the center of excellence in the use of green materials.

FS R&D could better serve me (and themselves) if congress would fund fire fighting and suppression as a separate line item and stop holding the entire agency hostage to annual budget battles. Without budget stability, long-term research suffers and these data sets (especially those from the experimental forests) may be among the most valuable resources that the Forest Service has.

Funding needs to be increased. It is amazing the FS research can do what it does with the limited funding it receives. As I understand the situation, funding in terms of today's dollars has substantially declined and has never really been at a level that would enable enhanced performance. I also think increased regional discussion with key stakeholders could also help shape some of the research priorities. I know some of this occurs with NAUFRP but more is needed.

Get listed on both Ohio Resource Center and Thinkfinity search engines for teachers.

Get more funding from Congress. Integrate better with NASA / USGS / DOE. Stop following dim political agendas of hacks such as in the previous administration. Be critical, be independent, live in the 21st century - meet the needs of the science staff of national forests. Investigate honestly the effects of FS programs on FS lands. Include topics of research that the public suggests. Be intellectual leaders instead of political tools.

Get more researchers. They are an important non-bias source that we need!

Get publications on the internet.

Greater contact with Forest managers.

Has become a more service oriented information source.

Have an easily found and navigated place where publications from all of the research units can be searched and obtained, rather than having to go to each station individually.

Have more interactions with people rather than focus on publications and websites. I want to be able to ask questions; sometimes I just want to hear the discussion. Get Research together more often with other branches to discuss, in every day language, what the issues are. That's why I like the meetings.

Having the capability to do analysis at any spatial scale online and having the data provided in a format that is easier to understand.

Help clients better focus on coming natural resource issues.

Hire more full time staff.

I always find the work of the Research Stations to be scientifically sound and to focus on the issues I face. I value the publications and use them frequently. The data collection protocols and modeling products are very exciting. However, their approach is often 'beyond my reach' in terms of the resources I have available to me on the District / Forest. It would be fantastic if there was a way to continue the high-caliber work, and at the same time put more effort into developing simplified approaches that are more 'do-able' for a typical Forest specialist. For example, when I have 15 days to completely analyze and report on the effects of a fuels management or road or grazing allotment project, I don't have the funding to take on an in-depth field data collection effort to support a sophisticated analysis.

*I am a former FS employee now at another federal agency. Improve R&D relationship with NFS: R&D managers and scientists need to meet with NFS resource managers to better understand needs. Worked on 2 NFs as ecologist for 12 years. Number of times anyone from R&D came to Forest? 1
Number of time anyone from R&D came to District? 0*

I am continually miffed by the lack of wildlife research being done by this group east of the Rockies, in particular the Northern Research Station. Why is there virtually no wildlife research being done here in Minnesota? I would have thought that FS Research would have been extremely interested in conducting a study on a federally listed animal like the Canada lynx. Instead we have to rely on western and eastern (Maine) research and one local study from academia. Words cannot describe my disappointment and disgruntlement in this.

I am not impressed with the 'new' FIA data provider.

I am of two minds about PNW research. First, I am extremely grateful to assistance from PNW researches on joint Science & Technical Committees established to tackle timely forest practices issues. The individuals are knowledgeable, helpful, and hard-working -- they are great partners, and we couldn't accomplish some important tasks without them. On the other hand, as a state agency it is very frustrating to participate repeatedly in PNW workshops to identify research priorities for our state, and then have the input ignored in favor of USFS internal priorities.

I am very satisfied with the service that FS R&D supplies myself and our organization. Two areas that really need improving are budgets and organizational structure as it applies to decision making. Forest Service budgets and funding are constantly in flux with no real timelines or structure. FS managers are often required to make decisions on funding that either has not been approved in a timely manner, may

be taken back once received or may not even exist. Decision making bureaucracy is probably the Forest Services largest problem. I would like to say too many Chiefs and not enough Indians but that isn't quite right, but there too many interests in the decision making structure to the point where no one feels confident about making decisions. Unfortunately, this leads to a lot of FS employees spinning their wheels and unmanaged forests. Many FS natural resource managers are complacent because they cannot act on best management practices. Managers have their hands tied to do the best management. Instead, managers flow with political whims.

I appreciate one of the reviews that recently came out.

I appreciate what you do and your willingness to share with me. Thank You.

I believe that the information that was developed during the 1940's and 50's was right on track. There is a lot of information and research that could be recirculated and be of great value to users (sustainable agriculture).

I do not see any urgency demonstrated by the researchers to answer the questions that are causing serious problems for managers. It seems they will get around to the questions we have when it is convenient and when the questions are in alignment with their own personal philosophies. If they don't like an idea or type of use/activity for NFS, they don't do research that might support that use or activity or they just don't finish the studies that might support a different worldview.

I expect the Forest Service to collaborate with international researchers and publish their scientific papers as well.

I find little research on topics of interest to me (invasive forest pests & pathogens); what research there is, is excellent. The researchers are the best. That explains the apparent schizophrenia of my replies to previous questions.

I get very good updates from the Southern Forest Research station which is out of my region, but see little from the Northern Forest Research Station, and only find out about their products when I sort of stumble into them.

I have been consistently impressed not only with the quality, quantity, and breadth of the work the FS R&D staff is doing, but also their efforts to make this information available. My only suggestion is that if they were provided with more resources, they could do even more good work.

I have to wait months for funding to be transferred from the FS to my institution. For that reason I will not administer grants through the FS.

I like the idea of adding older publications to the Internet and more collaboration with researchers outside USDA FS. I have found the treesearch search tool to be unworkable and usually search the individual research station websites for authors and/or publication number. Keep up the good work. The publications I've used have been helpful.

I love the Forest Products Handbook online.

I really have trouble searching for publications - to me it is not organized logically. They need to have a mailing list so you know about workshops, publications, etc. without having to go to the website.

I really like what they are now providing and see very little room for improvement.

I strongly urge FS R&D to increase the ease of use of online FIA data. More information is needed on the statistical robustness of the available data as well.

I thank you for your services to external customers especially for sending hard copies. I hope that it will continue.

I think FS research is at a disadvantage because USDA supports ag interests over forest interests. For example the NRCS represents USDA on the national wetland inventory. Forest Inventory data is not used and forestry gets blamed for wetland loss.

I think most of us are just so very tired of having to do forest research on a shoestring with almost no budget or manpower. Anything you can do to improve that would be great.

I think R&D is doing an exceptional job. Keep up the good work!

I think that doing a better job getting the word out about research and findings is a big concern and needs to be addressed across the board. Some researchers do a great job notifying NFS folks but many do not. Also some researchers are good at making their research applicable to land management and providing recommendations while most are very reluctant to do so. I understand that folks say that research provides the information and NFS makes the decisions, but I think that research could provide more of an advisory role in 'gray' areas. I do like the idea of scanning older technical documents and making them available on the Internet so folks can reference them on a moments notice. Overall FS research does a great job at both world-class research in Natural resources and providing support to NFS. Thanks.

I think that maintaining/increasing the capacity to do research is critical to improving land management actions. However, I feel that many FS employees do not take/have time to read the latest research. It seems like researchers would really provide the best information if they e-mail research when complete and collaborate with key FS employees so that on the ground folks could be up to date with what's going on. I think many people do not realize how important this is and if somehow the importance of new findings and research could be relayed it would help improve daily decisions.

I think there should be more emphasis on 'applied' research.

I think you need to strengthen your research staff with young minds that meet current issues. Unfortunately, all the budget issues in recent years have caused major funding gaps. At one time working in Research at USDA Forest Service was seen as quite prestigious. Now, I do not think that is true. I think Congress needs to recognize that it takes money to conduct research that will help strengthen our forests and the products they produce.

I was frustrated in answering many of these questions because many fine people are employed in FS research, but many are assigned to poorly identified topics within problem areas of interest primarily on public lands, i.e., 'by public demand' rather than biological relevance. For example, many studies are focused on the Northwest Forest Plan, a plan that was designed to fail, but which has public support. It is very hard to be very supportive of much of that work. The lack of focus on how to manage so as to bring about a future condition of yield, or support of certain groups of wildlife (clearly defined management objectives) really reduces the relevance of much of this research to real forest managers. FS research is oriented more to forest custodians, and the real world depends less on this kind of work than on management-oriented studies and I find relevant output strangely lacking even though I respect many of the investigators. Silviculture seems a bad word in federal research, at least in the West. FS research leaves out the private sector in large measure, leaving production forests in the lurch while we import masses of wood, apparently needlessly.

I wish you had a bigger budget; there are so many questions we need answered.

I would also like to see all old publications available on the web. Many folks are throwing paper copies away, original staff are retiring, and incoming folks don't know what happened before. We need easy access to the older research.

I would comment that all of the previous answers are important for the Forest Service to concentrate on in the future in its Res. and Dev. decisions.

I would like to see increased contact between R&D, S&PF, and NFS to talk about problems on the horizon and how to address them, either through application of past research or new lines of investigation. Research needs to let go of the idea that knowledge is only available when the research paper is completed and peer-reviewed. We deal in a 'here and now world' and need thoughtful advice from research often before researchers are comfortable in expressing opinions.

I would like to see more collaboration within research across areas of expertise: fire and invasive, fire and aquatics, landscape ecology and silviculture.

I would like to see the Policy Review process quickened for manuscripts by USFS employees submitted for publication in the peer-reviewed literature.

I'd like to see old publications and research updated. As an example (although this is State and Private), there are articles that concentrate on bare root. I'd like to see info on containerized seedlings, since that's what is mostly used and the 'how to plant' film in Spanish for containerized seedlings. What

does a bud of longleaf look like when on a six-month-old seedling from the nursery? Is there even a bud observable at that stage? Can you grow potted longleaf for community forestry using copper and air prunint, or don't even bother? Was there research behind all the requirements for planting trees, the tarp on the truck, etc. Does research call for these, or did it grow from a cultural practice? Can some of the herbicide info be updated? Do specific herbicides/adjuvants affect amphibians in the field, in field concentrations and conditions? How should containerized longleaf be planted in these sands? The tests in this last decade have been from more sandy loam sites, not sand sites. Will containerized dibbles that are solid work better than the ones that cut soil? Will they allow the seedlings to grow properly? What are available landscaping substitutes for non-natives, and where can they be obtained?

If it can notify me of the new things in the website through e-mail, that will be nice.

If you look at my answers you will see that my theme is that the Forest Service R&D program provides useful products but it does not focus on practical solutions. Several years ago I led a field tour at the HJ Andrews hosted by the FS and one of the observations of the group was that there was much interesting research but it was not providing practical solutions to problems. An example of this is that the FS did not conduct paired watershed studies to test the effectiveness of contemporary forest practice rules, such as those adopted by the state of Oregon.

IITF library is a superb information resource.

Improve capacity to deliver fire science products.

Improve the SILVAH program. Every recommendation says 'defer cutting for ten years,' when conditions on the ground say otherwise.

In general I find that all public agencies (fed and state) fall short on advertising their services to the public outside their agencies. It's a little hard for me to separate out who I have contacted for what. I do technology transfer for a state agency so I am constantly searching for information to improve our practices. For the most part, I have been happy with the help I have gotten from USFS staff.

In general I think FS Research is undersold. In other words, we get a lot more out of FS Research than we realize. An example is with FIA. FIA data is used everywhere by everyone all the time and I am not exaggerating - just a little. But when you ask them no one ever seems to recognize where the information has come from. It would help all of us if the value of Forest Service Research could be recognized by elevating the profile of FS Research in the publications that use it. One idea - require a FIA icon and statement on all publications, including maps that use FIA data.

In the immediately previous question about the one thing to change I selected 'make more research/data/publications available on the internet.' That should also include increase the capacity to conduct applied research. Most universities are not conducting worthwhile research, but rather research driven by tenured faculty who lack an awareness of reality. USFS research is always on target and helpful. I have interacted most with the teams that include [Name] and [Name], and have been consistently favorably impressed.

In the last few years, it seems a greater proportion of the research expenditures are focused more on maintaining existing staff positions and less on extra-curricular research. Support for on-the-ground research efforts has diminished considerably, at least in our part of the world.

Increase availability of information to the public.

Increase funding.

Increase the budget for the Advanced Housing Research Center, hire more research staff and direct federal research dollars towards improving the natural disaster resilience of wood frame buildings (wind, seismic and wildfire). The 'Greenest' buildings are those that are still standing after a disaster!

Increasing their travel budget would facilitate cooperative research efforts.

Instead of focusing on politically correct research, i.e., global change gloom and doom, focus on how to build resiliency into current and future forest conditions to respond to environmental changes.

Internet access to FS publications and research published in major journals is extremely valuable to those of us that are involved with outreach to the public. I can not emphasize enough the need for additional supportive research and reaching out to natural resource managers and associated forestry agencies to collaborate on research projects of applied and basic topics to address forest issues and convey the supportive information of an issue and a management solution to the publics we serve.

Investigate more Alaska - specific issues related to the Tongass.

Invite stakeholders to presentations on research.

It could provide an option to send publications via air mail (first class) and charge the recipient.

It has been a very productive partnership that I greatly appreciate. Helpful to have more personnel that can translate and apply science to on-ground analysis of proposed projects or conservation measures, and correctly interpret the results of the analyses.

It is the 21st century. The problems are social. Stop hiring silviculturists to work on supposed tree issues; hire more social scientists, or even better, don't hire more, but work leaner and meaner, and put out contracts and foster collaborative research with multi-disciplinary teams.

It was difficult to track down a Forest Service employee in my region. Is there a way to make it easier for teachers to contact real, live foresters and other FS employees when we have questions or want to request speaker for our students? It would also be great to have easier access to tree posters, Smokey Bear publications, and other educational materials. Thank you very much!

It's hard to get researchers time for public presentations and informal field tours. Some are better at having time than others. In this era of increased public involvement it is so important to have researchers 'on the ground' with managers and their publics and not such a simple thing to do. Somehow that bridge could be better built. So much of the decision-making is 'place-based' and so much of the scientific literature is generalized knowledge that making the connection is difficult.

It's important to develop relationships with local forest managers to understand important issues, which are best addressed by research. The same is true for local managers to seek input from research and develop a working relationship.

I've always admired and respected the people I know in FS R&D. They do amazing things with the limited resources they have. While I deal a lot with the Northern RS, I want to commend the PNW RS for their always forward-looking and forward-thinking work, particularly on biodiversity issues. It has really helped inform my thinking over the span of my career.

I've had trouble using the FIA website, both creating reports and mapping. I admit to being technologically limited (especially compared to the staff!).

Just deliver more info.

Just keep disseminating their research on endangered, threatened and sensitive species (plants and animals) on their web sites so the public can access. Of any federal agency they are doing the most for endangered species and should be commended.

Just keep going!

Just keep up with what you are currently providing.

Keep doing what you are doing.

Keep doing: extramural support; long term research infrastructure maintenance/access; carbon-focused accounting in FIA, etc.

Keep it non-political!

Keep listening to resource managers and find ways to increase your capacity to perform meaningful research.

Keep on moving forward.

Keep the hardcopy publications available. It is the key to our raising awareness of the environment.

Keep the needs of non federal land managers, including TMOs in mind. Bring the ecological information in PSW up to PNW's quality. Review and provide honest assessment of costs and consequences of FS initiatives such as NW Forest Plan. This is critical to insuring FS gets the respect it deserves.

Keep up the excellent work.

Keep up the good work. (5)

Keep up the good work. Internet accessibility is particularly important. Focus research on application as the gold standard for evaluation.

Keep up the good work. The Forest Service is an excellent organization.

Keep up the great work. I've appreciated the work done in the social sciences. The human dimensions of forest and rangeland management are too often neglected.

Keep updated.

I am thankful for the information to them that they have facilitated to me of time back. The direction that to the distribution and diffusion of the information are giving him is adapted.

Let me know what you have available periodically. It is easier for me to delete something than to remember to search for it. I used to get paper info from each of the experiment stations. I only get contacted by the southern station now. Somehow I got lost in the conversion to digital.

Let the gov't quit being so cheap and send more researchers to national and intrnl conferences and meetings.

Listen to what the managers need. The two most helpful research scientists that I have worked with are [Name] (PNW) and [Name] (NRS) and both of them focus on the needs of the managers in the field. Let the universities do the basic research; we need to have FS research scientists working on applied science.

Load up TreeSearch. It is an effective interface for information retrieval and use.

Local regulations and public opinion sometimes are obstacles in applying processes and principles that work in other areas, but that is a local problem. Keep cranking out the info.

Localize workshops on information being developed in local areas.

Loss of industrial research capacity threatens to leave productivity research adrift. More FS engagement in these areas is strongly needed.

Maintaining funding for long term research that has already been initiated is crucial. If you are unwilling to fund long term research, don't give us the illusion that you are interested. Much of the issues that Federal land managers face is the uncertainty of the long term effects of our actions. Long term research will either confirm that our actions are effective, or the research will teach us something that we did not know, and therefore increase our effectiveness.

Make all legacy publications available. Many hard copy, historically significant publications are difficult to find or are no longer available. An internet web site listing these publications would be very helpful, especially to young scientists.

Make fido able to handle the surges of use it receives. I often don't get the info I need due to the demand the site receives.

Make it easier to conduct collaborative research.

Make it easy to find info.

Make more information available on the web. Keep up the great work!

Make more publications available via the internet, make it easier to obtain hard copies or copies on disk as desired, more collaboration among agencies.

*Make more research reports available in *.pdf format old and new. Historical trends in areas of research are of interest (i.e., what were you researching in 1967).*

Make older publications available online.

Make sure FIA expands its methods to include vegetation surveys in the future. Maintain adequate funding for the state crews to collect FIA data in a timely manner.

Make sure government authored papers in juried journals are available at no cost -- the public pays their salaries and expenses and now we have to pay again for what we already paid for -- this is particularly true for older publications but there are a lot of recent ones out there as well--they copyright issue.

Make sure publications, both online only and print, are indexed in academic databases such as CABI, WorldCat, and Web of Science.

Make sure the state websites have links to your site.

Make the biomass grants available to applicants whose work will benefit any public lands, or at least, public lands adjacent to USFS lands.

Make the directory easier to locate researchers and their products/services.

Make web site very user friendly.

Making as much as possible available through the Internet - including older GTRs, etc would be helpful. Continue to let us know what type of information and products are available from FSRD. 'How To's' - i.e. monitoring, surveying protocols or other methods of improving technical field work would be good.

Many newer publications are designed to be used and seen electronically, however these documents are frequently expensive to print with the heavy use of graphics and layout that maximizes paper usage. In many cases it would be highly desirable if there were simplified printer friendly versions of publications available.

Many of the research projects take place on government forests that have been taken care of, through the years. More of the research needs to be done with FIA data, so it can apply to private lands that have been very often abused.

More active to deliver the publish message to user.

More advertising also. Last question.

More collaboration between R&D and other USFS programs to jointly discuss and identify research needs and products.

More collaboration with University researchers and state forestry (gov't).

More collaboration/partnership is needed with those of other countries.

More collaborative research work with Canadian researchers.

More contact and information exchange with Cooperative Extension agents.

More digital data and more 'legacy' publications available online.

More emphasis on collaborative research with university faculty.

More field staff to aid in Utilization & Marketing programs would certainly be welcomed. The industry needs them to increase tech transfer from R&D to the private sector.

More pesticide risk analysis.

More publications for various age brackets and more on website. Keep up the good work.

More regular and systematic engagement with state forestry agencies to solicit their needs and priorities for research.

More research on emerging invasive forest pests.

More research on timber harvesting efficiency and biomass utilization.

More short-term analysis and applied research done in tandem with longer term larger research projects so that trends and emerging lessons get out to the field faster.

More timely outcomes, be willing to move at a faster pace, and be more responsive to issues identified by field managers rather than work on topics research solely identifies.

More timely reporting. The 2005 report for CA came out in 2008. The report is old before it hits the street.

More up-to-date market, economic and forest industry information.

More work on urban problems related to tree service life, benefits, and work safety and recruitment.

Most of the Research out of the Rocky Mountain Station focuses on conifers. Since KS is predominantly hardwood, we use the information from the Northern station more often. Like to see more work in the Agroforestry/Windbreak area. [Name], [Location], has over 30 years of research in how windbreaks improve crop yield, but adoption of field windbreak practices is not common. Could use some help on how to sell the practices from a social/economic perspective. This could also be applied to riparian forestry.

Most of the wildland fire and wildland/urban interface fire publications have either a western or southern focus. Do you plan to provide more research on fire in prairie/savanna/oak forest ecosystems such as are found in the Great Lakes states?

Much of my need is dictated by politics that impact the use of natural resources in order to solve the bigger problem of fuels management. For example politics have greatly contributed to a reduction in capacity to process forest residues in a cost efficient manner. Without the industrial infrastructure to process material resource managers are left with the boom & bust of government subsidies for treating wild land fuels. R&D that defends the economic utilization of forest products as a tool that also promotes environmental health that is easily understood is greatly needed.

My experience with the researchers and the resulting products has been very positive and helpful in assisting our agency in achieving sustainable systems of forest management.

My interactions with the Forest Service in cooperative research projects have been excellent. I have, though, watched the disintegration of the federal research budget with dismay, not only in terms of creating productive new co-op agreements, but also for the loss of conservation research that was the forte of the FS in the 1980's and 1990's. Bring back the research scientists and their excellent programs and focus on conservation of U.S. forests!

My primary contact is notification by R&D, which is essential. I do not typically seek them.

My problem on finding information while working was that my research station had projects all over the country, and I could not search on FS pubs and resources, but had to go region by region. Other than that, FS is good stuff.

My research team is indebted to the FS R&D for the rich literature provided in its publications. Your experimentation with novel institutional arrangements has informed the British Columbia approach to citizen-based management of our public lands and revolutionized how BC is currently managing its crown lands.

My second choice on what FS R&D should focus on (previous question) would be to more closely align research with questions raised by resource managers.

My work involves developing regional estimates of greenhouse gas fluxes on forests and other lands. As the FS (Birdsey and Heath, et al.) develops the forest sector GHG inventory for the USEPA national GHG inventory, it would be helpful if state-specific components were made available to States developing their own GHG inventories. Special thanks to PSW, PNW, and Region 5 for their partnership with CA on AB32 implementation. Maybe FS could elaborate a formal relationship with the Western Climate Initiative.

My work involves forest management on Boston's water supply watersheds, so anything that relates directly to the puzzle of managing on a water supply forest is most useful to me.

N/A (4)

Need more focus on botany issues: ecophysiology and community ecology of rare and listed plant species; responses of these species to management actions such as prescribed fire, thinning and

*timber harvest, etc., and potential responses to global warming.
Need more staff on research teams.*

Need to focus on few things it can do well and completely, including funding and staff time. As a part of this need to act as one R&D not 6. Another aspect is to get back to real science that is repeatable and defensible.

No - overall they do a great job.

No, doing well with the personnel they have.

No, great organization.

No, overall, I am very impressed. Take it as a compliment for I seldom am this kind!

No, since I am retired I use the publications to maintain an interest in the research accomplished by the FS for my own edification.

No, thank you.

No, they are doing a great job and are very cooperative.

No, with my current project the services and staff were/are very helpful in helping me complete the project.

No. (39)

No. I also wanted to let you know that I have shared the Natural Inquirer with all of the science teachers in the county where I work. Several of these teachers have ordered copies of the NI as a result. Your student materials are phenomenal.

No. I think they do a great job.

None at this time.

None at this time.

None at this time.

None except that I hope funding can be maintained.

None, I am very pleased to have this resource available to me for continuing updates on the changing world of forest research.

None. (10)

None; receiving more than adequate service at this time.

Nope, keep up the good work.

Nope.

Not at this time. (5)

Not really, sorry.

Not really, they have always come through when requested.

Not really.

Not really---they do an awesome job now with very limited resources.

Not right now, actually, this survey has reminded me about the range of information available so I am likely to access more often.

Offer more frequent 2-day forest management and restoration workshops in the Pacific Northwest. I appreciate your service, the tech knowledge of your specialists, and the generous spirit of all your staff members; thank you.

Offer technology transfer and expertise to the Canadian Forest Service in urban forestry.

Only that regarding obtaining reprints of journal articles.

Overall, I'm very satisfied.

Overall, the colleagues I work with in Research do an outstanding job. My main concern is how the linkage between NFS and Research can be further strengthened. The needs for research regarding ecological restoration and natural resource monitoring are huge on the National Forests, and anything that can be done to aim FS Research activities - and associated technology transfer - at those needs will be a huge help.

Perhaps utilizing the vast amount past research data study and reports to current reports would be most useful.

Pipe Dream? Find a way to shorten time between completion of research and the availability of the published results.

Please don't get distracted by trying to do stuff other than research. You guys are great at research, and we really need the info you produce. Especially when the research is focused on issues that are just ahead of being a crisis for the rest of the Forest Service (how does one guess which topics that will be????) On the other hand, most researchers' experiences and interests are far enough removed from Forest and District work that their time is not well spent on developing field applications. Forest Service people in general are smart enough to handle that themselves if you are able to get the basic info to them in a timely manner.

Please encourage FS R&D personnel to seek out their region's leadership in the specialty area they perform in to see if there will be an upcoming workshop that they could participate in, even if it is only to provide a poster of either some key work or a general info poster about the FS R&D so attending people can remember the website as a source and know what is currently happening in R&D in their area.

PNW pubs come from a variety of mailing addresses -- make single point of contact.

Practical application with reasonable costs for critical problems in urban areas.

Priorities are really screwed up. Too much money is spent on wildlife research that does nobody any good. Too little is spent on forest products research which has positive benefits to the economy and society.

Provide access to translation services (cf. Babel fish) for helping me to advise non-English speaking colleagues.

Provide more information on C sequestration and response to climate change in mid-Atlantic forests.

Provide more updates electronically of new publications and make the process of getting those publications easier.

Publish more in peer reviewed journals and not in Forest Service publications.

Publish more in peer-reviewed journals - this concise and legitimized format is greatly used by some Forest Service researcher, while others publish little to none in this format.

Put more resources into prescribed fire smoke behavior prediction.

Quality control studies on imported wood products especially from China.

R&D is often times very slow because of conflicting demands on personnel. Those developing programs etc., need to be left alone to concentrate on what they are working on.

Re: the prior questions--all are important, but do not shift all your expertise to answer needed management questions to data base experts.

Recognize divergence in conditions on Private and Public Forests. Incorporate these different issues and resourcing challenges into programs to measure resource and research practical solutions.

Region 5 would benefit by having professional development technical workshops that integrate field personnel with research community. Unfortunately, beyond any of our control, travel and budget limitations imposed on us may preclude our ability to participate. We sorely need professional development to the field, to insure that we are applying the best available science.

Regional conferences on various topics on a regular basis.

Regular 'roundtable' or other interactions with state natural resource agencies to identify and prioritize research efforts.

Regularly send out employee's names by area so we can see the list of who is doing what. Or perhaps that is already on the website, then direct us to that. I think based on the questions asked you already know the interest from the field. Making the website more user friendly is a great one, and also ask us regularly what it is we need and want. Researchers need to put the emphasis on their relationship with the field managers.

Reorganize less frequently. I like the idea of a one-stop 'shopping' website increasing efficiency of finding research reports, etc.

Research and Marketing/communications are two different aspects. FS does a great job with research. Allow PLs to do more research than the overload of administrative activities. As a research organization, FS does a poor job with disseminating their research results. Their marketing/communication personnel try to be all things to all audiences --- i.e., they do not focus on the different audiences. Researchers and professionals do not want the general audience articles and vice versa, the public does not want the technical pieces. I suggest that the FS research establishment partition their articles to the audience they wish to reach with its information --- one size does not fit all. I try to find many of the publications/research through Tree Search and Research Station sites. However, FS continues to have Internet problems at their sites --- not reliable and inaccessible (down) much of the time. This is frustrating to users and definitely leaves a negative impression.

Research is great.

Researchers have been extremely responsive to requests for information. We have a great working relationship. They need more funding to do more great work.

Researchers should be co-located with SO staffs to reduce the degree of isolation, be more in touch with current management issues and concerns, be more responsive to information needs, and be more likely to share information on meetings and publications with staff.

Researchers should visit local and state agencies to see more of the local issues that are not on the national scale the small ownerships in the east is an example.

Resist the urge to divert the expertise and creativity staff to the production of more predictive models; we know problems exist. The intellectual and creative resources of these scientists, graphic artists and editors should be focused on the development of new management strategies/technologies to help us sustain our natural resources, businesses and families as the climate continues to warm.

Scanning of documents should be better supervised in order to avoid missing pages and other errors.

Send us money.

Several of the answers to previous questions (e.g. make legacy papers available on internet, increase collaboration) are also key areas for improvement. We have seen progressive degradation and loss of research capacity in the USFS, and that has accelerated in the last few years. It's as if nobody read the NRC study that I and many others helped with 10 years ago. Get with the program.

Sit down actual face-to-face meeting annually with state foresters on a individual basis.

Site visits by researchers to meet with Program Managers and to see what are issues are in managing the forests of our state.

Some FS R&D personnel are very customer centric and focused accordingly; some are just out and out rude.

Some of my low scores are a result of the past political weight placed on some of the research. Science should be the guiding light for the final product.

Some of the current researchers are not very user friendly and have weak people skills so we use them less than year ago. Rank them more on applied science than on publishing in journals.

Some of your publications are obviously very expensive to produce. Why do you spend so much money on the graphics - content is what is needed and wanted. As a taxpayer, I really question these expensive publications. Who are you trying to impress?

Some R&D teams are more oriented toward pure science and less toward the applied science that could be of use to managers. Teams spend so much time writing proposals and soliciting money that too little time is left for outreach. Often research results are published in obscure journals and then forgotten with no effort to reach users in a more user-friendly format.

Sometimes I'm surprised at how little internal coordination occurs between various labs locations. I suppose it's not so different from how little programs on the various National Forests coordinate. I think we'd all benefit from more internal coordination.

Sometimes online articles are unavailable even though this is the only way they can be accessed.

Speak with external partners sooner about strategic and budget planning. As it is now, it is hard to support FS Research requests for which one is not consulted in development and for which information is provided only hours or days before going on the Hill.

Spend more of my tax dollars on FS R&D in all areas of expertise.

Spend more on scientific productivity (and be able to do so by spending less on administrative process).

Spend more time communicating with the FS technical specialists and less with our management. The field folks are better able to understand research needs and are more focused on the science end of our work.

Staff at the Si Little Research Station do a great job!

Stay the course.

Strengthen emphasis on Ecological services.

Support basic research with no political objectives, this is, fire the Reagan and Bush folks that only want to slash and burn.

Tailor publication mailing lists to user groups. Right now I get every publication that is produced; many of which are useless to me, but cost thousands of dollars to produce (color, clay coated paper, etc.). I can't believe, in this world of technology that we can't find a better way. I don't know, maybe a cost benefit analysis would prove me wrong, but it seems like a waste to publish hard copies of everything. Put it on the Web in HTML so people can search for pertinent info and make copies. Get away from the thousands of hard copy publications!

Take advantage of the new Obama administration's commitment to science to upgrade all aspects.

Tell us what you doing through e-mail each quarter. The forest products research lab does a good job. I think I used to get something from the NW region, but I have never seen anything similar from the new Northern Center.

Thank you for asking and soliciting my input. BCI is very appreciative of everything USFS and USDA make available and we look forward to seeing what comes next!

Thanks for providing the research that is available.

Thanks so much for making information available and having such a talented and helpful staff.

The biggest problem with Forest Service research is the mixture of people and agendas. The Forest Service is still too susceptible to people in positions (directors to project leaders in research, program managers in S&P) of influence directing money and resources based on personal biases (i.e. pet projects), old grudges, or based on their ability or inability to judge two projects when only one is in their area of expertise. Too many managers have control of purse-strings for projects they don't understand. This situation perpetuates old biases against the FS, and creates barriers to the doing the best, most urgent work. The FS has fantastic scientist, both PhD's and technicians, who have the skill sets and adaptability to meet the country's forest research needs. The best thing management (i.e., Washington

and station directors) can do is implement policies that allow qualified subject area review to drive funding decisions, and then get out of the way of the scientist!

The central FS website does a poor job of making GTRs, RBs and RNs easily accessible. It should be a no-brainer for the public to access current and older copies of these station publications.

The focus on research needs to change. Given the landownership patterns, where most NIPF owners do NOT put timber production as the number one priority, there needs to be much more research on nonplantation management of pine and hardwood. Even for hardwood species, the emphasis is on development of plantation management. While this is appropriate for restoring farmed lands to woodland, it is not meeting the needs of the NIPF. There also needs to be an emphasis on small woodlot management--particularly in the Midwest and Northeast--managing small acreages, finding new products, marketing, and logging as well as research on forest health issues.

The folks at the SRS are great to work with and always seem to be on the cutting edge.

The Forest Service Research Organization is a tremendous asset to the American Public. The scientific research they perform, the inventories that they collect, and the thoughtful scientific analytical results that they produce (information & data & findings & conclusions) benefit not only the National Forest Systems (NFS) but also the general public. Kudos to FIA Leadership at the Stations and their respective Program Managers for always striving to be better tomorrow than they are today. They are striving to be a High Performance Based Organization, and although they are constantly challenged with both financial and logistical issues to overcome, they are a part of USDA Forest Service that is worth an increase in their annual appropriation. Kudos to [Name], [Position] on all his efforts over the past 20+ years.

The Forest Service will be irrelevant to me and my job until it begins to practice forest resource management again and cultivate people and programs that accomplish things on the ground. How can the Forest Service support sound forest management practices when it doesn't practice forest management. Our National Forests are a mess because our court system runs them. If the Forest Service can't fix that it should stop the drain on tax dollars!

The hallmark of USFS R&D that is NOT included in this survey is the fact that much of the research produced (good, bad, or indifferent) is made completely transparent and open. Code to forest modeling programs is available. FIA data and sampling design is provided. Data for many studies is provided upon request. This openness is a model for all research institutions and the USDA FS deserves to be praised for this accomplishment. For controversial issues like carbon storage and wildfire management, the USFS products become the standards often not because they are the most scientifically correct but because their approaches can be evaluated and understood by all interested parties.

The Internet makes the initial contact/use of resource very easy and available to fill simple needs, but for the more complicated software products, access to the scientists supporting the products is really important to make effective use of the product and avoid misuse.

The IPIF is currently facing reductions in resources when it needs to increase staffing in invasive species research, biocontrol, outreach, and inventory and monitoring, and develop infrastructure and staffing for the new Hawaii Experimental Tropical Forest. The greatest need is assistance in invasive species control and research topics - key positions in those subject areas are getting eliminated. USFS is a key partner in the State of Hawaii invasive species initiative and the overall effort will suffer from the loss of FS R&D support.

The issue is not the quality or even quantity of knowledge generated by our outstanding researchers and their partners. It is about making it relevant to the people trying to manage the land and solve problems. The need we all have is for research to synthesize the knowledge that exists and make it consumable for the practitioner. How do we deliver the knowledge to the point folks are looking for solutions.

The last question is worth reiteration. There is no question about the technical competence of the FS R&D. But R&D is not researching the areas managers need help most with. Managers at the Forest and District find very little research pertinent to the management questions we face every day. Addressing climate change in NEPA project analysis is a chronic problem, for example. But few

research publications are available to cite or help us. If research addressed land managers questions more rather than abstract and esoteric subjects, the FS R&D area would better serve the NFS sector of the Forest Service. It's all a question of appropriate focus.

The NED2 program is way behind and has many problems with it.

The newly established NIMAC program is an excellent example of an adaptive agency that understands and meets user /customer priorities. The level of service from the program manager and staff is high quality, responsive and exceeds expectations. USFS should continue to evaluate research programs and work with partners to invest in the right program areas. NIMAC being one that is heading in the right direction. Respectfully, a very satisfied customer WI DNR

The overview publications highlighting various aspects of research at PNW are well done and helpful in keeping current (i.e. Science Findings). Also, Please change my e-mail address to [Email]. I use that address primarily for Forestry related email. Thank you.

The questionnaire forced me to place myself in a state. I work in 3 states MI, MN and WI. This is typical of USDA Forest Service Research that tends to think of itself state by state.

The R&D effort needs to return to economic and policy issues that our society is facing; the agency has become too self focused, has too few contacts and has narrowed itself to a focus on providing information with a narrow focus on agency and green issues.

The R&D Forest Service Library is always very helpful and prompt when filling my requests for older material. They are a tremendous asset.

The reduction in budgeting and personnel over the years has not been helpful to the overall research enterprise involving forest health issues. Greater investment is needed both directly from USFS scientists and through Cooperative Agreements and grants to help engage and utilize expertise and resources outside the USFS.

The research arm of the USFS has too much infrastructure and should seek ways to be more nimble and reduce overhead and administrative costs and focus on science and outreach.

The research center and the USFS in general is not fully cooperating or consulting with other agencies in regards to range and riparian research. You will note on many of the interagency tech. publications published in the last 10 years that USFS is absent. Having worked for the Forest Service for 10 years and then transferring to another agency, my perspective is that the USFS has such an insular organizational culture that is reluctant to look at what is going on with other agencies. This culture is also reflected in the research center. Much of the work done in range and riparian area is off track or too academic to be useful. When I say off track I mean they do not address or understand the real issues in the field. Clearly, the research Stations need more input from the field. The best statistics in the world will not help if you are off track and looking through narrows lens of the researchers specialty. I will say that research in forestry appears to be much better quality. With regards to range and riparian research, I think the research branch & development center is letting people in the field down. FS R&D should reach out to out agencies. I don't believe quality coordination, consultation and communication with other agencies is occurring. I'm sure there are attempts made, it doesn't appear to be occurring in a meaningful manner. Researchers from one agency talking to researchers from another agency is not enough, researchers from one agency need to be also talking to managers, and field personal from other agencies. A second problem that needs to be addressed is the FS RD needs to get a better grasp on what is possible to implement with budget and staffing constraints. Some of the monitoring protocols are unrealistic because they are too time consuming and intensive and often don't answer the questions that need to be addressed anyway.

The research has become scattered and essentially useless to a physiology based practicing research person. Even if the wrong types of experiments are being carried out it is important for them to be done over a long time period and be available for outside interpretation.

The researchers at the Forest Service are professional and competent and great to work with. As an organization that has contracted with the Service for research, we have found that the administrative staff that handle contracting and finance are so incredibly incompetent and counter-productive that I can't imagine working with them in the future. We have repeatedly been billed for work not related to

our project. We have had to deal with three different offices across the US for billing issues, none of whom appear to keep records or communicate with one another. The bills for work done are not provided to the researcher conducting the work, to confirm that the invoices are for billable work, even though assurances have been made that this will be the case. We have wasted countless hours trying to undue messes that are created and recreated. I feel sorry for the Service researcher who also has to waste time on these issues. It's quite unfortunate, as we have enjoyed our relationships with the researchers themselves.

The Researchers do a great job. Keep up the good work.

The 'search' functions on FS websites are very poor.

The USFS issued an economic analysis concerning a forest pest. The conclusion of the analysis was that the pest was significant and posed a great risk to the US forests. Despite this report, very little USFS resources (human and financial) were dedicated to solving the problem. The USFS critiques outside research but often does not back up criticism with research to support and improve the situation.

The USFS PSW has basically abandoned research on range in the past couple of decades and has very little residual research expertise in this area. Most of my needs are in this area.

The website is hard to navigate. I find the document on the web site and have had no problems ordering the hard copy. Service is always commendable. Still need hard copies of larger documents such as GTR NC-231 and GTR NRS-1 as they are too large to download and/or print from my computer. Used both the above reports in a contract to rewrite P-301. The research is really current and reinforces our point that working with stakeholders in preparing wildland fire prevention education plans is critical. Also used the community success stories. Really good work by [Name] and [Name] and their colleagues. For far too long, social science was missing from the wildland fire agenda- now we recognize how important it is and the research demonstrates that. I hope social science research continues to be funded- great need to understand communities particularly those bordering the WUI and how to successfully reach the communities to gain support for projects.

There is a continuing need for NFS and Research to get together in a more interactive setting. Where we have 15% of the time for research presentation and 75% of the time for questions, explanations and discussions on research finding application. Easy to say, hard to do.

There is a very strong need to increase the amount of applied silvicultural research within the Northern region.

There must be more active & meaningful collaboration between the FS and university research faculty, including pursuing opportunities on joint projects that can be supported financially.

There needs to be a much greater focus on social issues. The answer is not to remove people from the forest, but to find out why the forest is important to people, and how to provide those needs/wants/desires while still maintaining a healthy (though perhaps different) forest.

There should be a greater focus on ecological forestry and addressing climate change.

They are a tremendous assistance to professionals managing the land!

They are doing a great job.

They do such a great job, it's hard to suggest any sort of improvement.

They need more funding and staff and shouldn't have to beg for support to do their jobs.

They need to be given a larger budget. They're losing staff due to funding cuts. We work very closely with PSW Redwoods Sciences Lab and are very pleased with our relationship and they're technical expertise. We consider them a partner in much of the research and development of management strategies within the North Coast Redwoods District of Calif State Parks.

They need to have much greater flexibility to quickly research new problems as soon as they are identified. Become more of a SWAT team, if you will.

This is not a suggestion. It is praise for [Name] who handles my publications orders at the Rocky Mountain Research Station. He's very responsive to requests, sends my items ASAP, and is, overall, very professional.

This survey is not structured to capture my feelings about Forest Service Research. Most of the Forest Service Research people I interact with are top of the line researchers that do high quality research. Their research is relevant to the needs of land managers and they bend over backwards to meet our needs. They do high quality work and I trust their opinion and recommendations. This includes plant pathologists like [Name] and [Name]; geneticists like [Name], [Name], [Name] and [Name]; wildlife biologists like [Name] and [Name]; botany researchers like [Name]; silviculture researchers like [Name]; and modelers like [Name] and [Name] (in no particular order). The work these people do is excellent. One problem is that there is other needed work that is not getting done. For example, there is nobody looking at population genetics of adaptively important traits in the Northeast and no true silvicultural researcher in the Lake States. Another problem is that these people are not being replaced as they retire. The Forest Service seems to be shifting funds away from areas that are important to land managers and moving it into new areas that don't provide a benefit to land managers or for that matter anybody else as far as I can tell. A final problem is that the researchers that the agency does have are not funded well enough to do their jobs. They end up having to spend obscene amounts of time chasing funds instead of doing research and then they end up having to tailor their research to meet the needs of whoever has funding instead of the Forest Service and land managers. Their ability to help land managers is restricted by their very limited travel budget. It seems very inefficient system to have such highly paid people wasting their time looking for money and trying to figure out how to do quality research on a shoestring.

This survey would have been far more useful if all pages had options to select more than one option or to add comments. For example, on the 'ways to improve its service' page, I would have selected several choices as critical.

This was a very poorly written survey. My experiences vary considerably across programs and people so one-size fits all responses are impossible and the data meaningless. You would be far better off using ethnographic methods, or at least having the survey written by a professional social scientist.

To make multidisciplinary and multi-institutional teams of researchers to improve tropical forest research.

Treesearch makes retrieval of individual publications relatively straightforward, but I have to go to the sites of the individual stations to get listings of each series. But I am probably very unusual in wanting complete runs rather than certain subjects. However, the inability to go 'back' from the abstract of a report to the listing without refreshing the page drives me 'mad'.

Unified, cross-cutting approaches to issues with other fed and non-fed research community, including administrative and strategic planning and budgeting.

Universities could use the expertise in the FS R&D unit to improve our academic curriculum by collaborative programs and training experiences to respond to real natural resources problems in our country.

Updated information from other U.S. Territories with similar concerns and research.

Updates by geographic region or ecoregion. Have a sign-up for research that is conducted in the central hardwoods region or interior low plateau, or a species update.

USDA Forest Service is primarily for R&D in US forests. The fact that so much interesting and relevant research data is generated that is applicable to my work in Australia speaks volumes for the quality and innovation demonstrated.

USFS has a large backlog of thinning and other forest management work to do, and not enough resources to do it. USFS needs to place a high priority on finding unconventional ways to accomplish forest management (e.g., the Collaborative Forest Restoration Program).

USFS needs clarity in mission to serve needs of the US. Without that clarity R&D lacks focus and becomes overly opportunistic--chasing short-term funds rather than establishing mission-directed long-term goals. One consequence is that universities are competing with FS R&D and not collaborating.

USFS Research does an excellent job. I wish that Congress would understand the value of this organization and fund them appropriately.

Visit more Forests and see what work we do and how research might help.

We are potentially entering an era where forests and their management will be even more critical. With the pressures brought to bear of more attention to the environmental services that forests offer and the push for biofuels that forests can provide, it is going to be important that research continue for forests to be able to meet these many demands. FS R&D has continually been taking budget hits. Universities can pick up some of the slack, but they don't have the continuity to perform the long-term research that is necessary for forest ecosystems. A stable budget is imperative for FS R&D.

We have enjoyed working with FS R&D over the years. Their help has been invaluable, their presentations clear and highly sought after. We do need more research on new and emerging invasive species, however. Thank you for the opportunity to comment!

We need access to data, such as simulated downscaled future climate datasets.

We need more research in tree improvement.

We need more well done research syntheses. USFS research does this well. We need to be able to find related research from the many different research organizations in one place. If I want fire education or fire communication research I would like to be able to find the USFS and USGS and TNC and university research somehow collected together on a website or joint publication data base that can be searched.

Web based publications may be cheap to produce but I still like hard copies.

Website can be improved and the research should be targeted more to specific needs of field staff.

When I ask questions to researchers, sometimes they get back to me and sometimes I hear nothing from them. I placed a recent request for FIA Spatial Data services and the person would not explain some questions I had with the information she provided me. Either people are too busy or they just do not want to take the time to make sure you understand the product they supply you. No one seems to bend over backwards to make sure that they get back to you, that you are satisfied with what they have provided to you if they do get back to you, and that you understand what they have provided. I feel like the FIA information is their private domain and the states have to beg to get what we need.

When you have offered workshops (i.e. Silva Training Courses) it has been almost impossible to schedule a slot to attend. I have had several instances where telephone calls and inquiries about the work shops were simply never returned. All in all though the USFS does a great job!

Win the fight against USFS bureaucracy.

With the power of the internet, it would be very easy to solicit input from natural resource managers and other on topics/issues that need research to help us manage our resources better. I am not aware now how research topics are chosen and prioritized, but using input into the process provided by internet connections would be a very good approach to identifying and prioritizing research objectives, perhaps using something similar to the process President Obama recently used to get direct input from the public on concerns about the economy.

Work collaboratively with state extension in making research available to landowners and general public.

Yes, I hope the expert of FSRD can help the junior researcher like me in capacity building through communication and consultation, help us in tools methodology and statistics program. I think it's very important for me and impartation of FSRD capacity to build up the collaboration in idea to save our world.

Yes, I support your efforts.

You all are doing a good job. I have worked with several foresters across Texas and Louisiana. They all have good knowledge and are personable to work with. Please continue to encourage people within you organization!

You folks are doing a great job, keep up the good work!

Your publications continue to be an asset in conducting research and I am largely satisfied with the R&D materials obtainable from the TreeSearch engine. Research Staff at the Grand Rapids, MN branch of the Northern Research Station have been phenomenal to collaborate with, as well as consult with for information.

Your survey should allow more than one choice on questions.