

**U.S. Department of Agriculture
Forest Service Research and Development
FY 2018 Customer Satisfaction Survey**

Final Report
February 2018



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EXECUTIVE SUMMARY

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Overall Findings

- The USDA Forest Service R&D CSI score for FY 2018 is 74; a significant two points lower than FY 2015, but higher than the baseline score from FY 2006 (72). The CSI score is also higher than the improved Federal Government average of 70 but lower than other Federal Government benchmarks for agencies providing similar services.
- Consistent with previous survey results, about one-quarter (25%) of FY 2018 respondents indicated that the Organizational Unit they use most frequently is Northern Research Station. Another 20% mentioned Rocky Mountain Research Station.
- Also, consistent with past research, Resource Management and Use was the Strategic Program Area with which the highest percentage of respondents indicated they were most closely aligned (32%), followed by Inventory and Monitoring at 19%.
- Relevance and Quality, the highest impact driver in FY 2018, improved significantly from 74 to 76. Notable improvement occurred for all previously measured attributes and the new attribute, *provides innovative new technology for product development*, received an attribute score of 75.
- In FY 2018, respondents were provided with the opportunity to rate each product they use individually; this is different from previous years when respondents were asked to provide overall ratings for all of the products they used. When the individual ratings for the products used are aggregated, the driver score for Products is 84. Due to survey design changes, comparison of this metric to previous years is not advisable.
 - Products has the second highest impact on satisfaction. In the aggregate, the products attribute rated highest is *scientifically sound* at 87. The lowest rated product attributes were *easy to understand* at 83 and *innovative* at 80.
 - This year's approach to measuring specific products revealed Unpatented New Technologies and Education Materials to be the highest rated products at 86 (among those used by at least 10% of respondents). Decision support tools was the lowest rated product at 82.
- Among the satisfaction drivers, the USDA Forest Service R&D Staff continues to be the highest rated (90); despite a two-point decline in FY 2018. The *courteousness* (92) and *knowledge* (92) of the staff continues to get high marks from respondents, however, ratings of *timeliness* in responding are notably lower resulting in an attribute score of 85 (down three points from FY 2015).
- Measured for the first time in FY 2018, the Forest Service R&D website score is 74. The *content and information presented on the website* is rated highest at 79, while the *website navigation* and *ease of or ability to find information* are rated lowest at 71.
- Notably improved in FY 2018, the score for Communication (75) is still among the lowest rated drivers. Although rated notably higher in FY 2018, there remains room for improvement in *informing you about the availability of new product and service offerings* (73) and *providing schedules for conferences and workshops* (69).
- Like the change made for measuring Products, respondents rated the Services provided by Forest Service R&D individually this year. The aggregate score for Services is 86 which is the second highest rating among drivers of satisfaction. FS R&D personnel's *knowledge of subject matter* receives an impressive rating of 91.
 - Although the Services driver has a relatively low impact 0.3, it remains important to maintain the current high-level performance.
 - Specific ratings of the different types of services shows *consultations with personnel* to be the highest rated at 89. The lowest rated service is *patenting/licensing/grants* at 84.

- Similar to the changes made for measuring Products and Services, respondents were asked to individually rate each method of access that they use for obtaining products and services in FY 2018. The aggregate score for all access methods is 81.
 - Relative to the other drivers, Accessibility has limited impact on satisfaction however, care should be taken to maintain the relatively high performance to ensure the CSI does not diminish.
 - Ratings of the specific access methods suggests consistent performance across the three methods: *request hard copies* (82), *download from the web* (81), and *obtain news reports and newsletters* (82).

Recommendations

- The CSI score decreased significantly since the last survey in FY 2015. While the Relevance and Quality driver significantly improved, a notable decline in Staff performance offset the progress made in that area. Also tempering progress made in area of Communication (up three points to 75), attributes related to the website were measured for the first time in FY 2018 and resulted in a component score of 74; the lowest score among all components measured. This new driver of satisfaction has a moderate impact of 0.6 and is important to measure because of the wide use of the website. More than eight in ten respondents indicated they have downloaded publications and other information from the web during the past year.
- Looking forward, continued efforts to ensure Forest Service R&D products and services are relevant and of high quality will provide the largest return on investment in terms of customer satisfaction. Respondent comments stress the importance of producing research that is free of bias and relevant to a wide audience. Respondents took care in providing detailed and specific feedback that may be used to identify what they consider relevant to their work. An equally rigorous review of the comments is recommended to identify opportunities to continue improving this important driver of customer satisfaction. Examples of these comments include:

“Focus on a variety of on the ground natural resources problems and solutions that might be faced by districts trying to manage real local problems. Address controversial and complicated problems that actually exist and have encountered problems solving. Eliminate as much bias as possible, especially any introduced by managers, supervisors, and politicians. address problems commonly occurring on the ground and practical solutions, no esoteric, fake stuff. districts need to be able to use research.”

“Allocating resources to integrating the research into current forest practices. We find each District Ranger has different beliefs, which don't necessarily relate to the research or BMP's developed by the research group. Thank you.”

“Research needs to be more related to policy and application of policy and science to the needs of resource managers.”

“Need a lot more invested in social science and economics, as well as research on the best ways to communicate to adults for maximum learning. Research on the use of social media in a natural resource management context for public engagement and building science literacy across communities.”

- To gain a detailed understanding of how customers define “relevance and quality” and gain clarity on the ratings that have been received for the relevance and quality attributes, consider qualitative research. Specifically, mini focus groups with customers to explore their perceptions and expectations relative to the attributes measured in the survey could assist in identifying specific next steps for improving performance in this area.
- The Staff of Forest Service R&D is viewed by respondents as very courteous and knowledgeable but ratings of timeliness in responding indicate a significant decline in performance. An examination into the possible causes for slower response times is recommended to determine what changes are needed.
- Forest Service R&D products receive high overall scores especially the education materials which receive high marks almost across the board. Decision support tools, while still rated in the 80s receives the lowest ratings for most attributes measured and is rated particularly low for being *easy to understand* (78); this is the only product attribute score below 80. Consider usability reviews of the tools to determine pain points and identify opportunity to improve user friendliness.
- Among the specific product attributes measured, *innovative* receives the lowest score and is relatively low for across all products. Continued efforts to ensure Forest Service R&D products make use of and/or reflect the latest technology will improve customer perception of how innovative the products are.
- New to the survey in FY 2018, website performance is the lowest rated driver of satisfaction at 74. While the impact of this driver is moderate at 0.6, it is important to note that downloading publications and other information from the web is the access method reported by 83% of those who used R&D products or services in the past year; making it the most used access method. Considering the low performance score, the impact and the fact that so many customers use the website to access products and services, it would be prudent to consider the website when developing customer satisfaction strategies. Although the *content and information presented on the site* garners a score of 79, performance scores for the attributes related to finding the information on the site suggest customers are struggling; *search function on the website* (72), *website navigation* (71), and *ease of or ability to find information* (71). Below are some customer comments that reflect their struggle.

“Search function does not easily filter results to those I am looking for.”

“Too crowded, hard to find what I'm looking for so I don't use it much.”

“It is too visually 'busy' on the homepage - it is overwhelming to look at. However, the information available is excellent, thank you.”

“It is very cluttered and difficult to narrow the search in an intelligible way. There is a huge amount of wonderful content but very difficult to effectively access. I would choose first to search by geographic location to find publications applicable to us in our region. Within that group I would choose to search by topic or other parameters. It would be nice to have directions on how to search so you know what you're doing. There is way too much content on the main webpage-it's overwhelming. Please focus on making the desired content easier to access. All these publications are going to waste by people not being able to find them.”

“Search engine could be more refined to find partial "hits" and related information. Sorry, just spoiled by Google.”

To address these concerns and work towards higher overall customer satisfaction, consider exploring ways to improve navigation on the website and help customers find what they need. Qualitative usability testing with customers from a variety of user groups may be helpful in pinpointing the areas of greatest concern and frustration. In addition, investigation into concerns about the search functionality is recommended.

- Historically, this study among Forest Service Research and Development customers has been fielded every three years following the baseline in FY 2006. Beginning in FY 2006, the baseline score was 72 but later reached a high of 79 in FY 2012. More recently, the CSI score has diminished, falling to 76 in FY 2015 and to 74 in FY 2018. Regular monitoring is imperative to keep organizations focused on continuous improvement. As a result, we recommend assessing the value of more frequent follow up. While some organizations indicate an annual study would be difficult to react to in terms of developing and implementing strategies that could be measured in one-years' time, most measure at least every other year to ensure they have current information to use to identify and manage priorities.

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, and 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).

Significant changes were made to the survey in FY 2018 as follows:

- Several drivers (Products, Services, Method of Access and Accessibility) were measured based on product, service or method specific ratings that are then combined to represent the driver score
- Website satisfaction was measured

These changes should be considered when making period over period comparisons.

This report was produced by CFI Group. If you have any questions regarding this report, please contact CFI Group at 734-930-9090.

Segment Choice

This report is about the customers of the USDA Forest Service Research and Development. This segment includes individuals who contacted the Forest Service Research and Development organization to obtain products and services. This is the fifth measure of this segment with previous measures in FYs 2006, 2009, 2012, and 2015.

Customer Sample and Data Collection

The Forest Service Research and Development (FS R&D) organization provided lists of names and email addresses for customers of FS R&D. Invitations were sent to 16,172 e-mail addresses. Data were collected from October 3, 2017 through October 31, 2017. A total of 1,189 individuals responded (13.6%). Of these, 966 qualified to take the survey.

Respondents provided a representation across private and public sectors. Federal, state or local agencies accounted for 54% of respondents. Another 20% were with a college or university. Non-profits accounted for 13% and businesses or commercial organizations accounted for 7% of respondents.

Almost half (38%) of the respondents were in a primary role as technical or professional and 13% were primarily researchers with another 6% in executive roles.

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.

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.

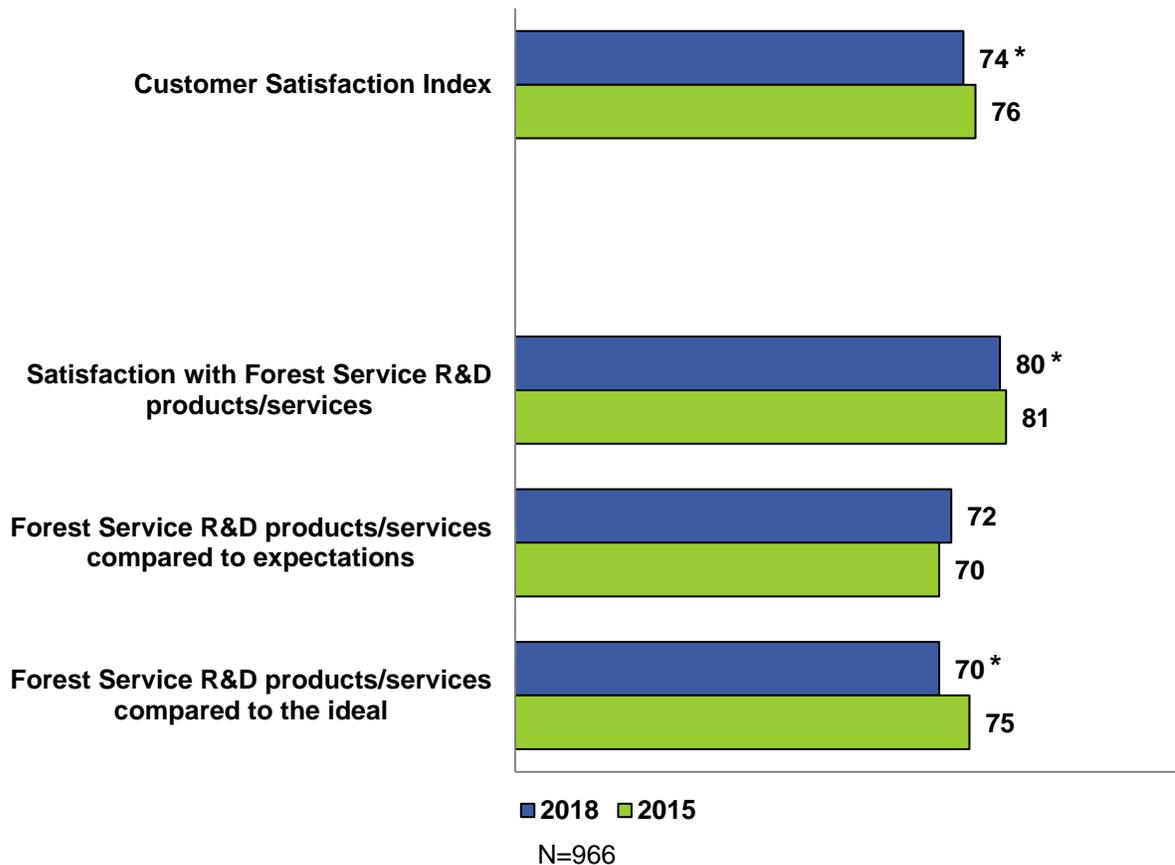
The Forest Service Research and Development model, illustrated on page 12, should be viewed as a cause-and-effect model that moves from left to right, with satisfaction (ACSI) in the middle. The rectangles are multi-variable components that are measured by survey questions. The numbers in the lower right 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, and SAT3, which are shown 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 FY 2018 Customer Satisfaction Index (CSI) for Forest Service Research and Development is 74 on a 0-100 scale. This represents a significant two-point decrease from FY 2015. Performance for two of the three metrics that comprise the CSI score declined; the largest decline was in the score that represents respondent’s comparison of Forest Service R&D products/services to an ideal forestry research organization

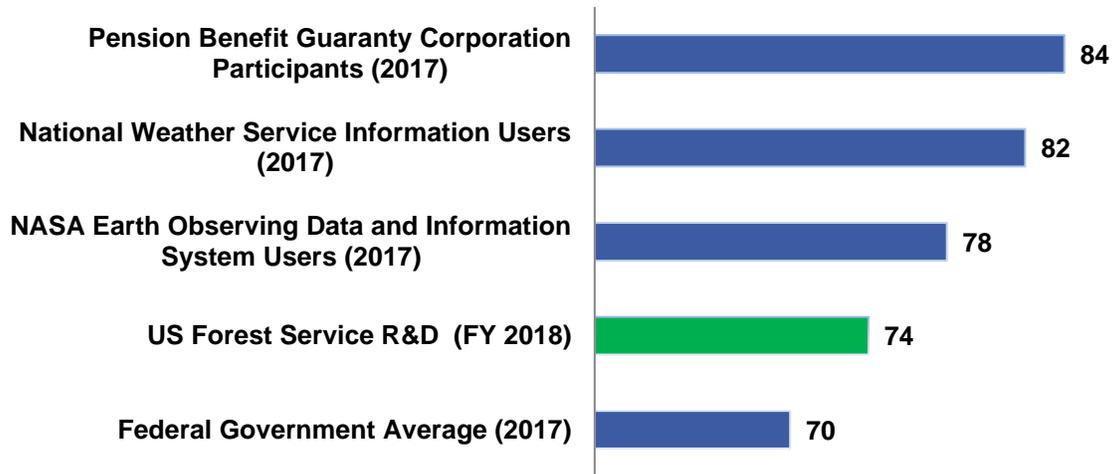
Customer Satisfaction Index – Aggregate Scores FY 2018 v FY 2015



**Significant difference at 90% confidence level*

Below are scores from other federal government information providers. With a satisfaction index of 74, US Forest Service R&D is above the federal government average (70) but lower than some other federal agencies that provide similar services. Note that 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



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 five points (90 to 95), Customer Satisfaction would increase by the amount of its impact, 0.9 points, (from 74 to 74.9). 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 five 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.

FY 2018 Forest Service Research and Development Customer Satisfaction Model

Components (Satisfaction Drivers)



Overall satisfaction 80
 Compared to expectations 72
 Compared to ideal 70

Future Behaviors

Future Behaviors represent the desired behaviors that result from changes in CSI



Score – Measure of performance on 0-100 scale

Impact – Expected increase in satisfaction from a 5-point increase in driver score.

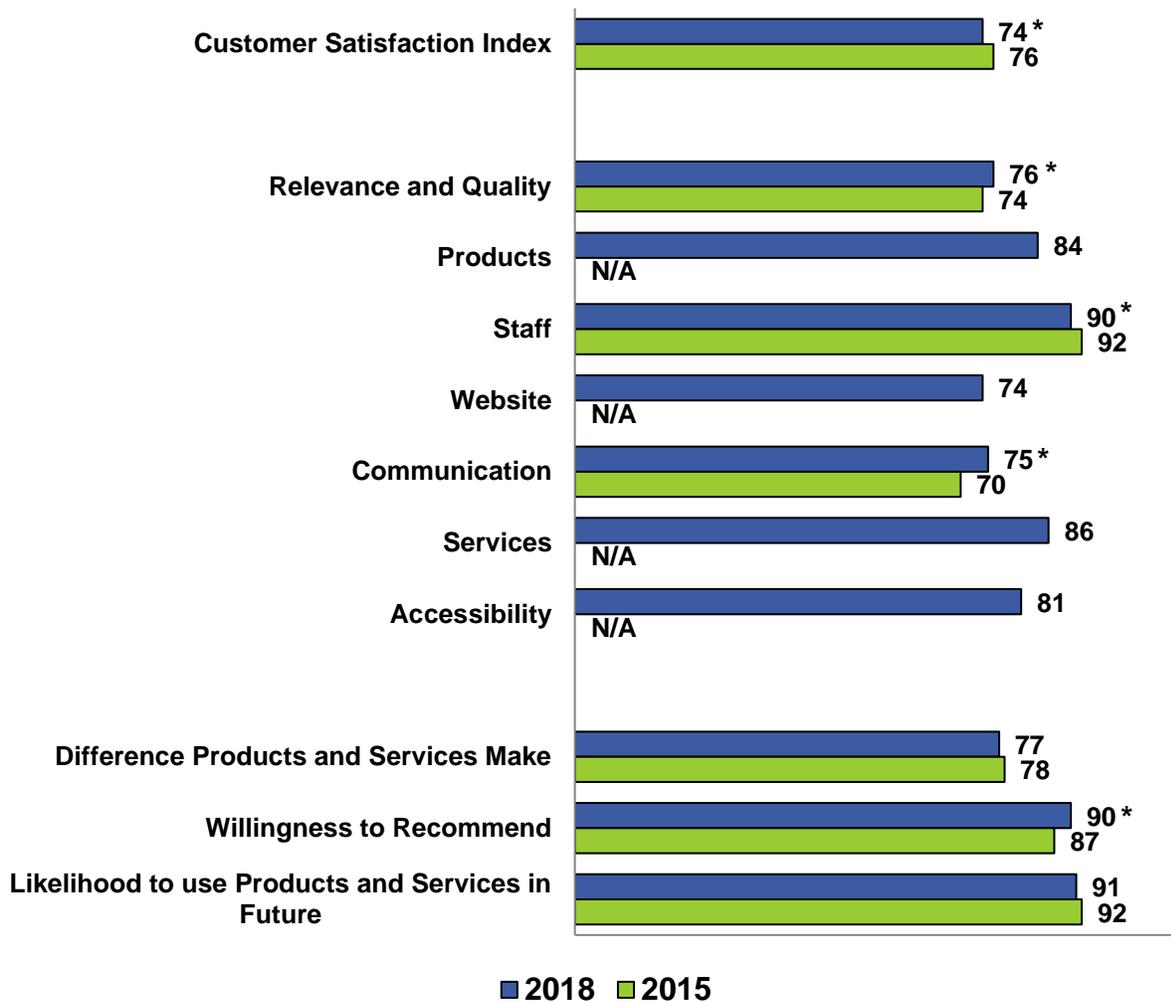
Outcome Impact – Expected increase in outcome score from a 5-point increase in Customer Satisfaction Index.

D. Drivers of Customer Satisfaction

The Customer Satisfaction Index is shown below along with the eight drivers of satisfaction and on the bottom of the chart, the four outcomes from satisfaction. Of the eight drivers, scores for only three of them can be trended back to FY 2015 (Communication, Relevance and Quality, and Staff).

Scores for three other drivers (Product, Service and Access) are not directly comparable to FY 2015 due to changes to the survey in FY 2018. Specifically, the survey was changed to ask respondents to rate individual products, services or access methods based on their exposure to each versus responding in the aggregate about each category (Products, Services Access methods). The scores shown below are an aggregate of the ratings for the respondents' experiences. Additionally, website performance was measured for the first time in FY 2018.

The CSI score for FY 2018 is 74; a significant decline of two points compared to FY 2015. Although scores for Relevance and Quality and Communication experienced significant improvement in FY 2018 (+2 points and +5 points, respectively), the significant decline in the score for Staff (-2 to 90) and relatively low score for the Website (74) offset the progress made in those areas.



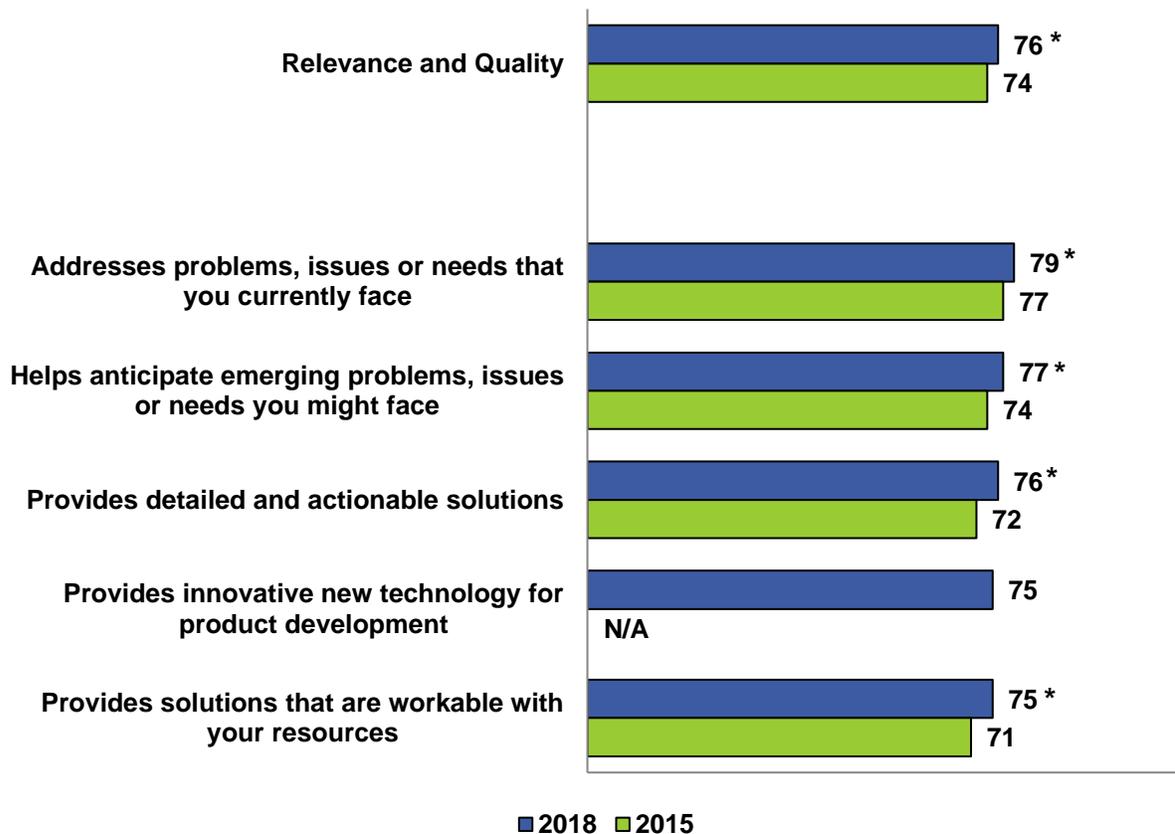
*Significant difference at 90% confidence level

"N/A" - Questionnaire changes in FY 2018

Relevance and Quality
Impact 2.1

Relevance and Quality, the highest impact (2.1) driver of satisfaction, experienced a significant two-point increase to 76. All previously measured metrics are notably improved compared to FY 2015, with the greatest improvements for *provides detailed and actionable solutions* and *provides solutions that are workable with your resources* (each up four points).

Relevance and Quality - Aggregate Scores FY 2018 v FY 2015



N=966

*Significant difference at 90% confidence level

"N/A" - Questionnaire changes in FY 2018

Scores for Relevance and Quality by SPAs range from 71 for Outdoor Recreation to 82 for Water, Air and Soil. Scores for nearly all SPAs show some level of improvement compared to FY 2015.

Relevance and Quality – Scores by SPAs

	Wildland Fire	Invasive Species	Outdoor Recreation	Water, Air and Soil	Wildlife and Fish	Inventory and Monitoring	Resource Management and Use	Other
Sample Size	91	77	26	55	75	147	255	63
Relevance and Quality	71	78	71	82	80	77	79	76
Provides innovative new technology for product development	71	77	75	79	77	73	79	74
Addresses problems, issues or needs that you currently face	74	82	73	84	83	81	82	81
Provides detailed and actionable solutions	71	77	72	81	78	74	79	73
Provides solutions that are workable with your resources	70	76	73	82	79	74	79	72
Helps anticipate emerging problems, issues or needs you might face	70	75	69	84	81	77	79	78

Scores for Relevance and Quality by Organizational Unit among the units with a sample size over 30 show directional improvement across the board with increases between three and nine points compared to FY 2015. Norther Research Station remain the highest scoring among them at 82.

Relevance and Quality – Scores by Organizational Units

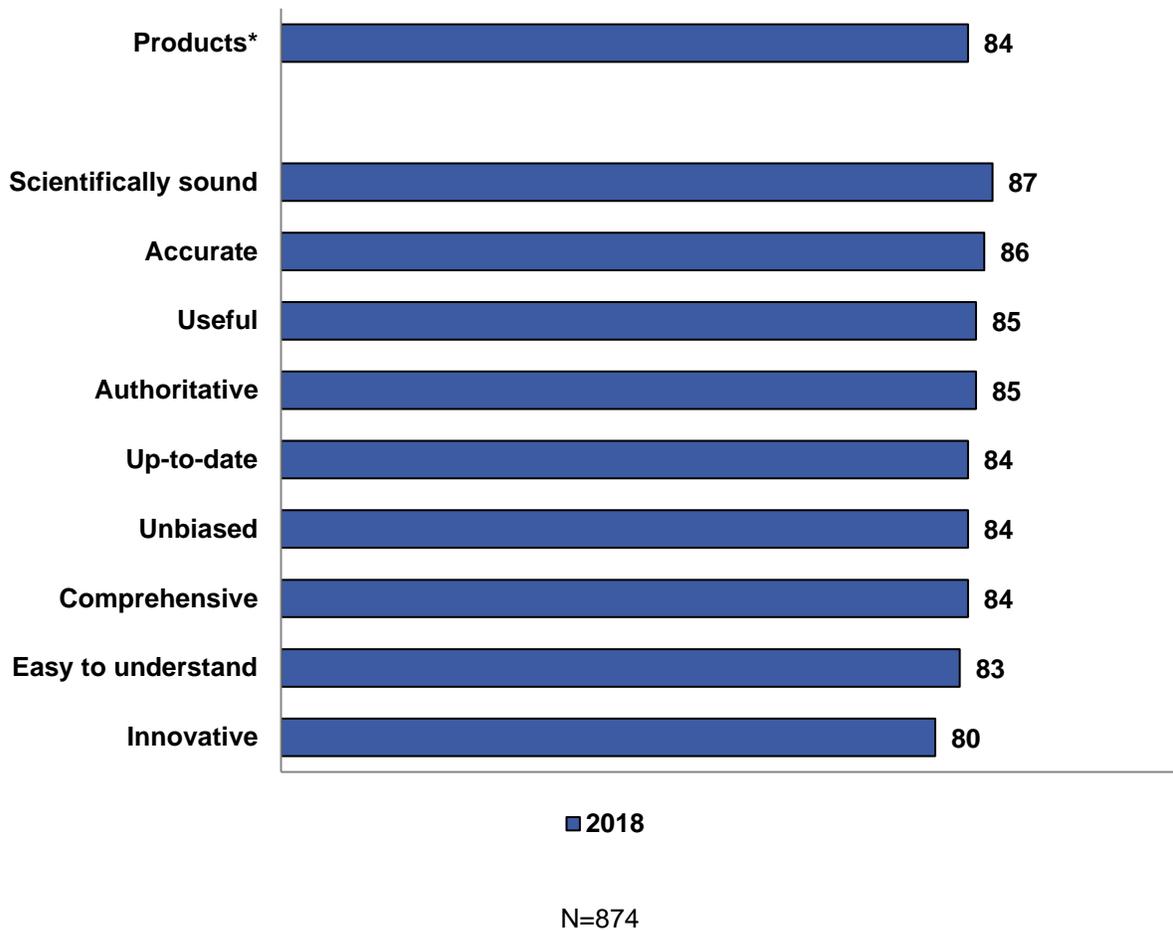
	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Relevance and Quality	79	82	72	74	83	73	77	78	81
Provides innovative new technology for product development	77	80	70	73	81	73	74	79	79
Addresses problems, issues or needs that you currently face	82	86	78	78	86	75	80	80	82
Provides detailed and actionable solutions	81	81	72	70	83	73	75	74	81
Provides solutions that are workable with your resources	78	81	72	71	81	72	77	73	80
Helps anticipate emerging problems, issues or needs you might face	78	82	71	76	83	72	76	80	82

Products
Impact 1.1

Forest Service R&D products continues to be one of the key drivers of satisfaction with an impact of 1.1. In FY 2018, the approach to measuring product performance changed to provide a more robust view of how respondents feel about the R&D products. First, respondents were asked to provide ratings specific to each of the products they have used during the past year. This was different from the approach used in previous years which asked for an overall rating across all products they used. Second, the list of product attributes was enhanced to include a broader assessment of the products.

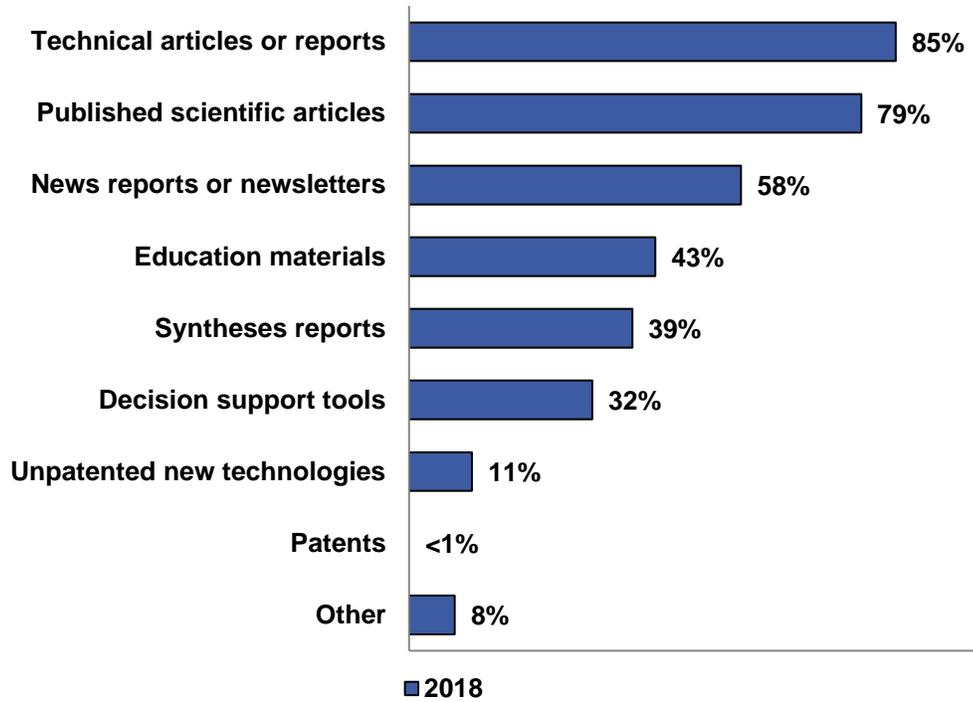
The scores below represent an aggregate of all the scores provided for the individual products. The Products driver score is 84. Ratings for the individual attributes ranged from 80 for *innovative* to 87 for *scientifically sound*.

Products – Aggregate Scores FY 2018



More than eight in ten respondents indicated they used technical articles and reports (85%) during the past year. Scientific articles is the second most commonly used product, cited by 79% of respondents.

Products – Type of Products Used FY 2018



In FY 2018, the survey instrument was changed to allow respondents to rate each product attribute for each of the specific products they reported using in the past year. Among those products used by at least 10% of respondents, overall product ratings ranged from 86 for Unpatented New Technologies and Education Materials, to 82 for Decision Support Tools.

For the most used product, Technical Articles and Reports, scores ranged from 81 for *innovative* to 88 for *scientifically sound*. For Published Scientific Articles, the attribute scores ranged similarly from 80 for *innovative* to 89 for *scientifically sound*.

Nearly all attribute ratings for all products were in the 80's. Considering the highest ratings for each of the attributes, Education Materials received the highest score for six of eight attributes. The attribute rated highest for Education Materials was *scientifically sound* at 89. Conversely, Decision Support Tools received the lowest attribute scores for nine of the ten attributes. The lowest rated attribute for this product was *easy to understand* at 78.

Products – Scores by Attribute FY 2018

	Aggregate	Innovative	Useful	Accurate	Up-to-date	Easy to understand	Scientifically sound	Authoritative	Unbiased	Comprehensive
Products – All	84	80	85	86	84	83	87	85	84	84
Published scientific articles	85	80	85	88	85	82	89	86	85	84
News reports or newsletters	84	80	84	87	86	87	87	84	84	82
Patents*	94	94	94	94	94	94	94	94	89	94
Unpatented new technologies	86	87	87	86	86	82	89	86	85	84
Technical articles or reports	85	81	86	87	84	83	88	86	85	84
Education materials	86	81	87	88	83	88	89	86	86	84
Syntheses reports	85	80	86	86	83	84	87	86	85	85
Decision support tools	82	82	84	82	81	78	83	83	83	82
Other	87	82	90	89	86	83	89	88	88	87

BOLD scores indicate the highest score for each attribute by product
RED highlighted scores indicate the lowest score for each attribute by product

***Patents** not included in high/low score review due to the low number of responses for this product.

Scores for Products by Strategic Program Areas (SPAs) are in the 80s across all SPAs. Nearly all SPA scores show directional improvement between one and six points. Attribute scores vary across the SPAs but all are 77 or higher.

Products – Scores by SPAs

	Wildland Fire	Invasive Species	Outdoor Recreation	Water, Air and Soil	Wildlife and Fish	Inventory and Monitoring	Resource Management and Use	Other
Sample Size	91	77	26	55	75	147	255	63
Products	80	84	80	89	86	84	85	86
Innovative	77	80	82	84	84	79	81	82
Useful	82	86	80	90	88	85	85	86
Accurate	82	86	80	91	89	87	88	88
Up-to-date	79	83	79	89	87	82	86	82
Easy to understand	79	85	79	87	86	82	85	86
Scientifically sound	83	87	81	92	89	87	88	89
Authoritative	80	86	78	92	85	86	87	87
Unbiased	78	83	79	90	86	85	86	86
Comprehensive	80	84	79	89	85	84	85	82

Scores for Products by Organizational Unit are provided below. Some of the scores have very small sample sizes and should be interpreted with caution.

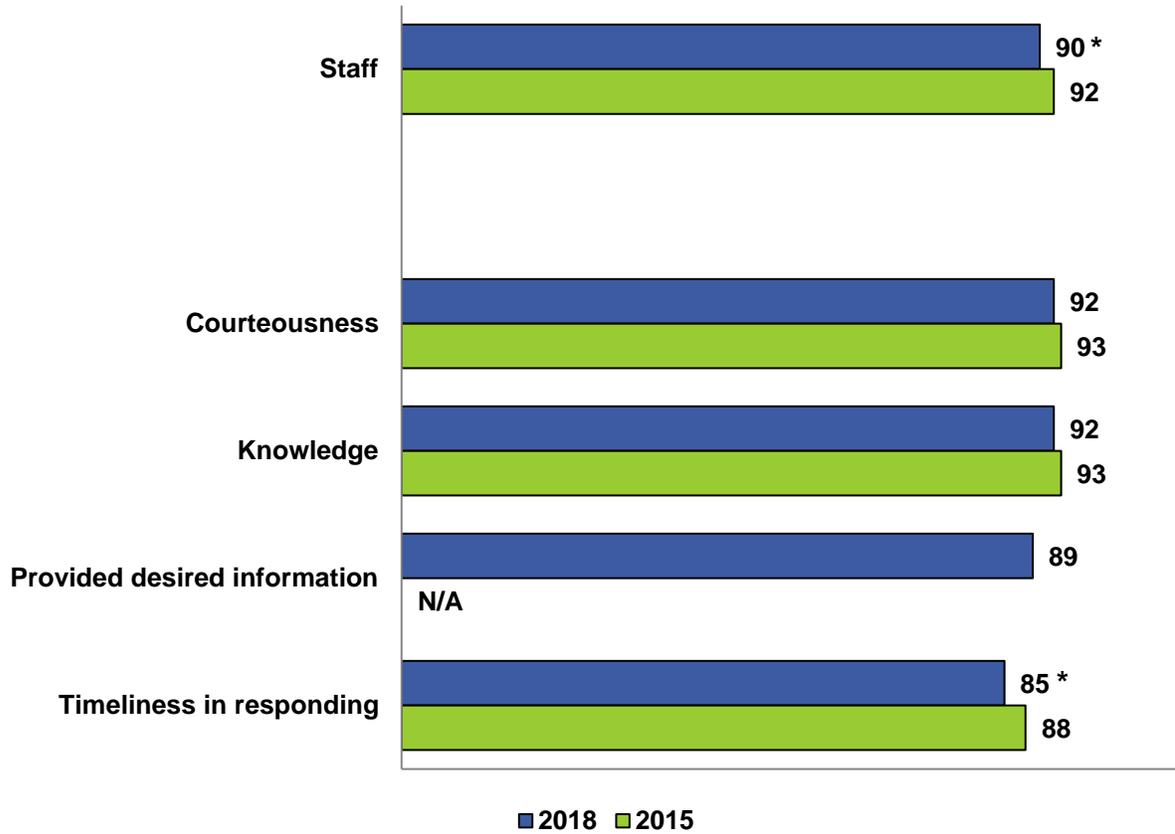
Products – Scores by Organizational Units

	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Products	86	88	80	80	84	83	86	84	87
Innovative	80	84	77	78	81	79	79	79	85
Useful	86	89	82	81	83	84	85	81	86
Accurate	89	90	82	83	85	85	88	87	88
Up-to-date	84	86	80	80	85	83	85	82	87
Easy to understand	87	86	81	78	84	83	85	82	84
Scientifically sound	89	90	84	84	86	86	89	87	89
Authoritative	88	88	80	81	86	83	88	86	88
Unbiased	88	88	79	81	85	83	86	84	86
Comprehensive	85	87	78	80	85	82	85	83	88

Staff
Impact 0.9

While still the highest scoring driver, the score for Staff significantly declined compared to FY 2015 (- 2 points to 90). Although all previously measured attributes score lower, the notable decline in *timeliness in responding* is primary factor driving down the score.

Staff - Aggregate Scores FY 2018 v FY 2015



N=789

**Significant difference at 90% confidence level*

"N/A" - Questionnaire changes in FY 2018

Staff scores by SPA continue to be relatively high (between 89 and 92) for all SPAs with sample sizes above 50.

Staff – Scores by SPAs

	Wildland Fire	Invasive Species	Outdoor Recreation	Water, Air and Soil	Wildlife and Fish	Inventory and Monitoring	Resource Management and Use	Other
Sample Size	91	77	26	55	75	147	255	63
Staff	88	89	82	91	91	90	91	92
Courteousness	91	92	85	92	93	93	93	94
Timeliness in responding	82	84	78	89	85	84	87	89
Knowledge	89	91	83	93	93	92	93	93
Provided desired information	87	89	80	91	90	89	89	91

Ratings for Staff are high across all Organizational Units with the lowest rating at 86. Notable the Organizational Unit with the largest number of respondents (n=196) posts the second highest score (93).

Staff – Scores by Organizational Units

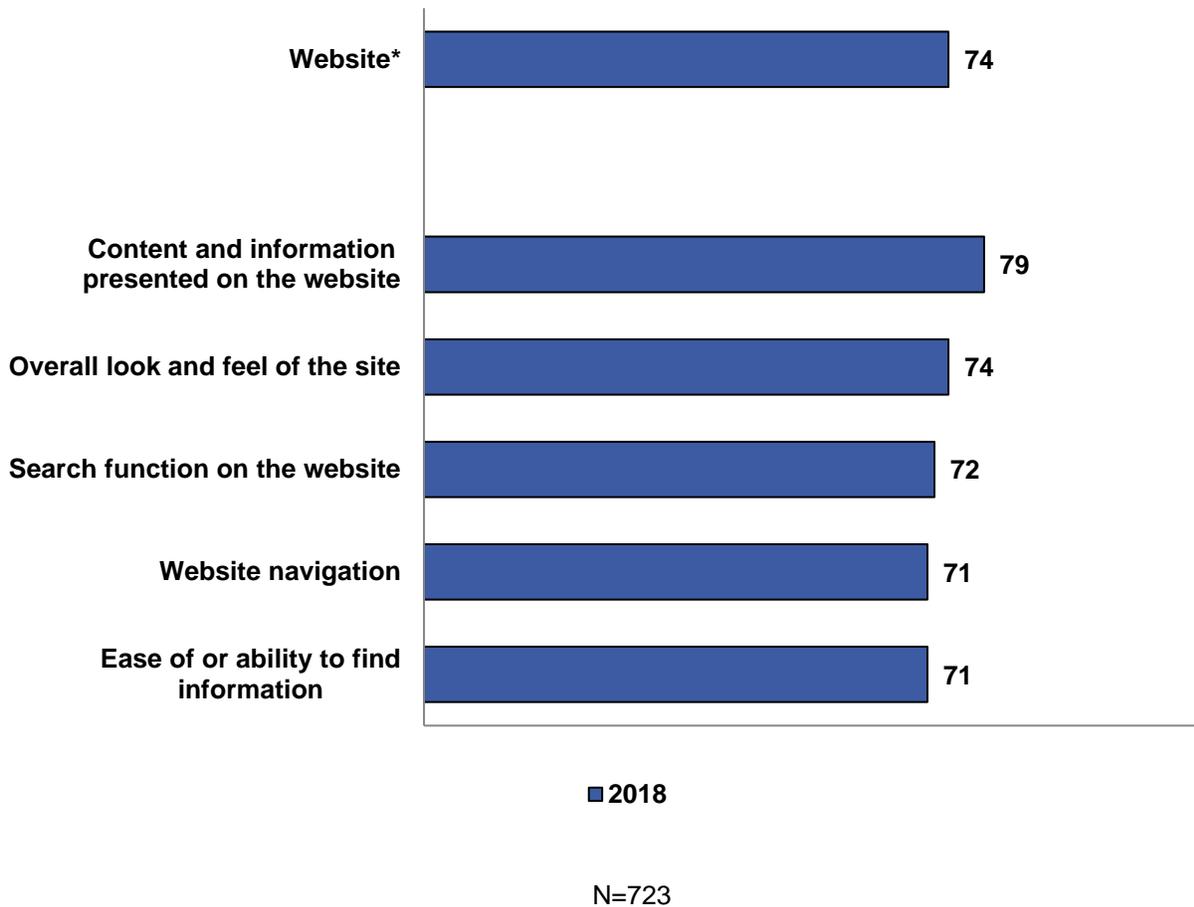
	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Staff	90	93	88	86	88	87	90	90	94
Courteousness	93	94	91	92	90	90	93	93	95
Timeliness in responding	88	90	81	77	85	82	85	86	90
Knowledge	91	94	90	89	90	89	93	92	96
Provided desired information	90	93	86	85	87	86	89	89	92

Website
Impact 0.6

In FY 2018, 77% of respondents indicated they visited the Forest Service R&D website; this represents a significant decline compared to FY 2015 when the percentage was 84%. (See page 51)

Measured for the first time in FY 2018, the driver score for the website is 73. The *content and information presented on the website* is the highest rated attribute at 79. However, lower ratings for *website navigation and ease of or ability to find information* suggests respondents are having difficulty accessing the information they seek.

Website – Aggregate Scores FY 2018



Website ratings by SPA reflect a consistent view of the website. All driver scores fall between 71 and 79.

Website – Scores by SPAs

	Wildland Fire	Invasive Species	Outdoor Recreation	Water, Air and Soil	Wildlife and Fish	Inventory and Monitoring	Resource Management and Use	Other
Sample Size	91	77	26	55	75	147	255	63
Website	71	72	79	74	76	74	74	72
Overall look and feel of the site	73	74	81	76	76	74	74	69
Website navigation	69	71	77	72	73	71	71	70
Content and information presented on the website	76	77	79	77	82	81	79	78
Search function on the website	69	72	78	71	75	72	72	69
Ease of or ability to find information	68	70	79	72	74	72	71	69

Website scores by Organizational Unit fall between 68 and 78 for those units with sample sizes over 50.

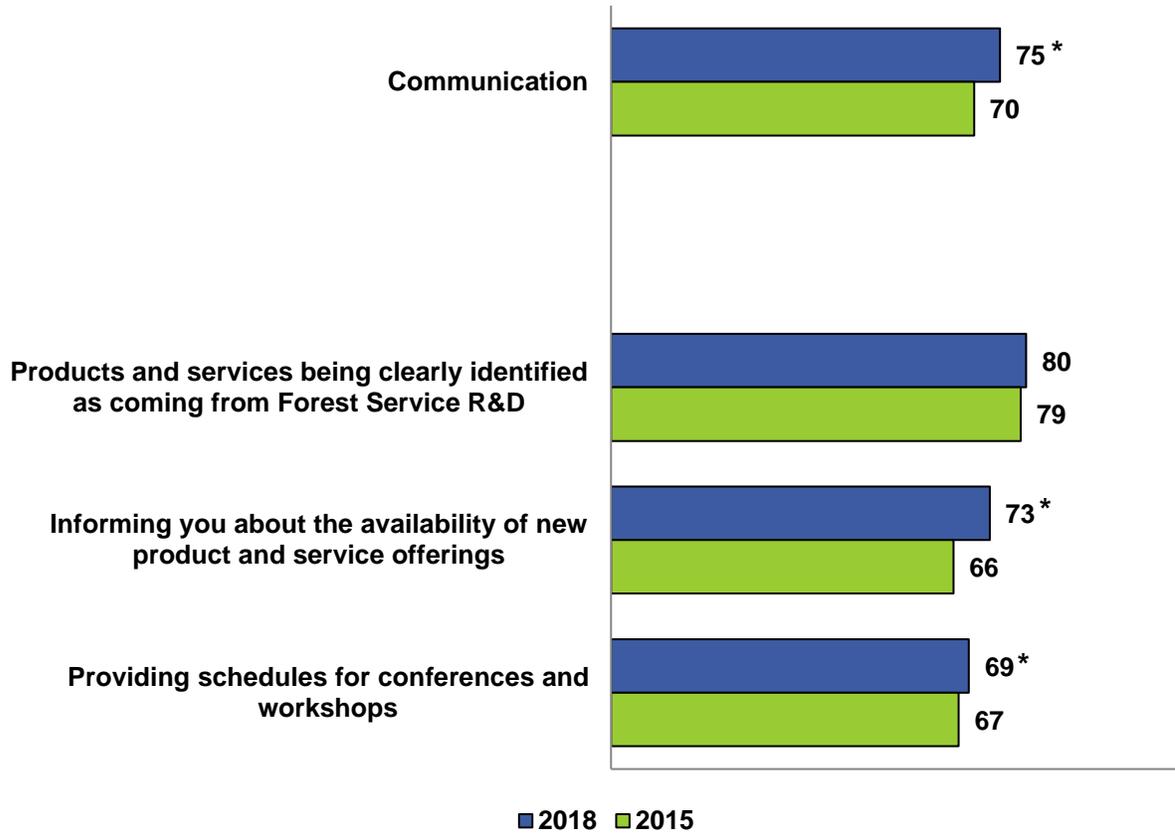
Website – Scores by Organizational Units

	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Website	70	76	68	69	83	74	76	72	78
Overall look and feel of the site	71	77	68	70	84	74	76	71	76
Website navigation	66	73	64	69	81	72	74	69	76
Content and information presented on the website	76	80	75	71	86	79	81	76	83
Search function on the website	67	74	64	70	84	71	76	70	76
Ease of or ability to find information	68	73	65	65	81	71	74	69	75

Communication
Impact 0.5

The Communication score improved significantly in FY 2018 from 70 to 75. However, this driver remains among the lowest rated. Fueling the Communication score improvement, two of the three communication attributes show notable progress. These include *informing you about the availability of new product and service offerings* (+7) and *providing schedules for conferences and workshops* (+2).

Communication- Aggregate Scores FY 2018



N=955

**Significant difference at 90% confidence level*

Communication scores by SPA range from 73 to 78 among SPAs with sample sizes of 50 or more. The Communication score for the SPA with the highest number of respondents, Resource Management and Use, is 78.

Communication – Scores by SPAs

	Wildland Fire	Invasive Species	Outdoor Recreation	Water, Air and Soil	Wildlife and Fish	Inventory and Monitoring	Resource Management and Use	Other
Sample Size	91	77	26	55	75	147	255	63
Communication	73	73	72	78	74	75	78	75
Informing you about the availability of new product and service offerings	72	68	73	79	73	74	76	71
Providing schedules for conferences and workshops	66	70	65	70	66	71	72	69
Products and services being clearly identified as coming from Forest Service R&D	78	80	78	82	79	81	83	83

Communication scores by organizational unit reveal scores ranging from 68 for PSW to 80 for NRS; excluding organizational units with less than 50 respondents.

Communication – Scores by Organizational Units

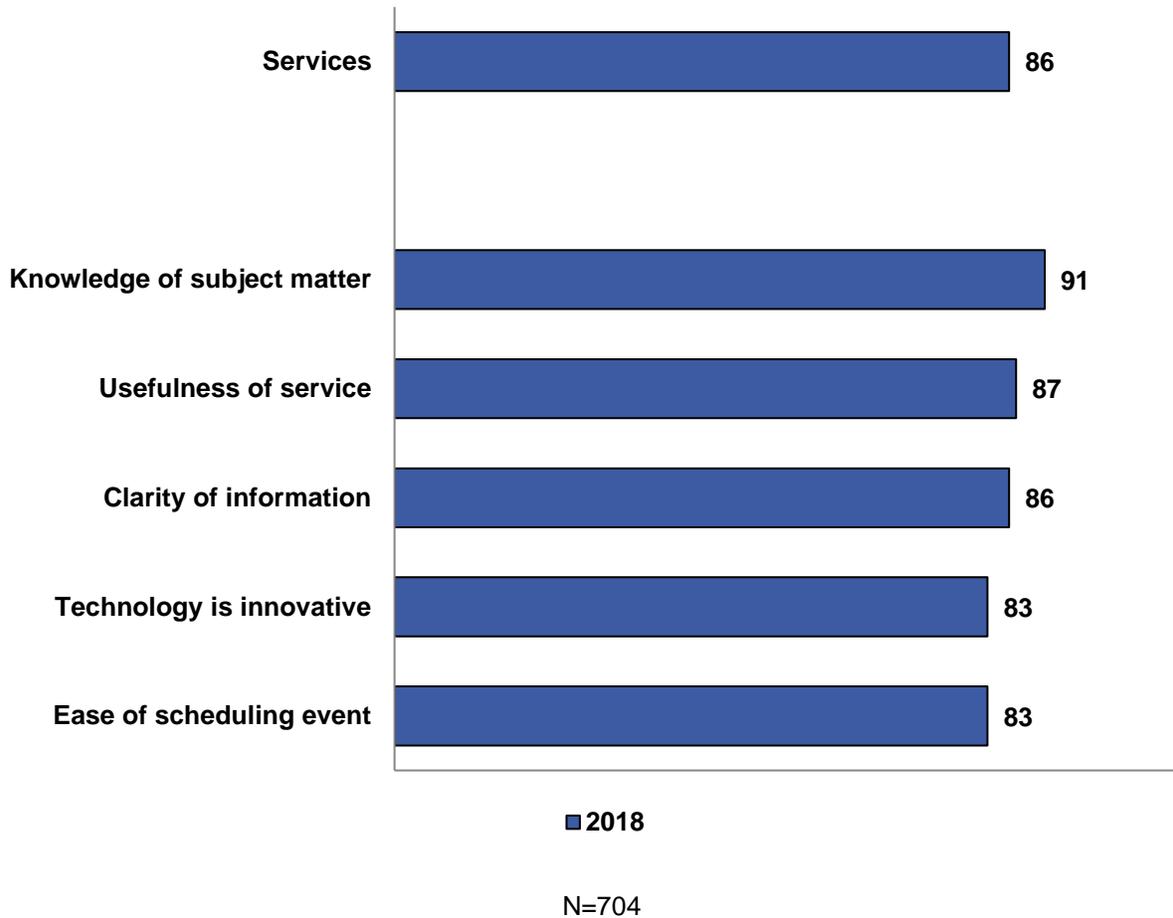
	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Communication	77	80	71	68	82	72	79	73	77
Informing you about the availability of new product and service offerings	73	77	69	62	82	74	78	73	75
Providing schedules for conferences and workshops	73	75	63	64	78	62	75	68	75
Products and services being clearly identified as coming from Forest Service R&D	83	86	78	78	87	76	85	73	81

Services
Impact 0.3

Forest Service R&D services is among the lower impact drivers but among the higher scoring in terms of performance. Similar to the approach used in FY 2018 to measure product performance, the approach to measuring services performance changed as well. Respondents were asked to provide ratings specific to each of the services they have used during the past year. This was different from the approach used in previous years which asked for an overall rating across all services they used. Second, the list of service attributes was changed slightly.

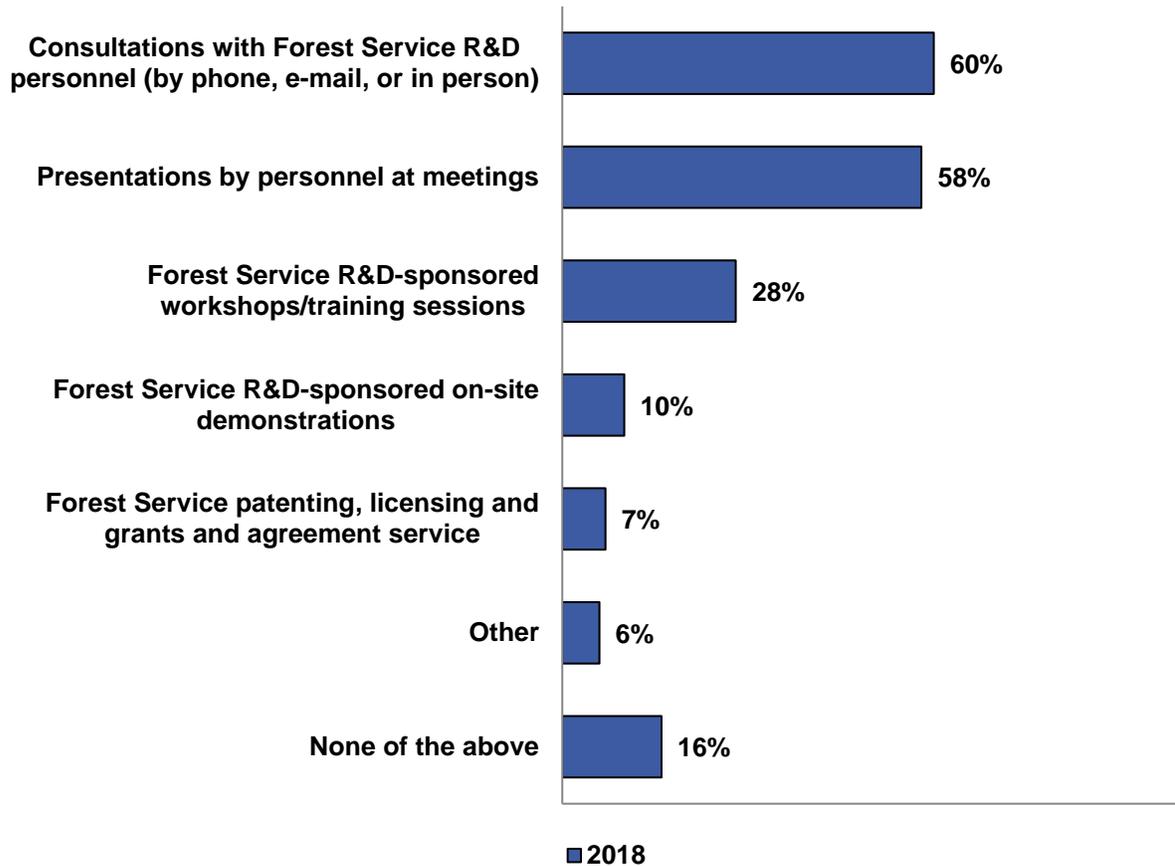
The scores below represent an aggregate of all the scores provided for the individual services. The Services driver score is 86. Ratings for the individual attributes ranged from 83 for *ease of scheduling event* and *technology is innovative* to 91 for *knowledge of subject matter*.

Services - Aggregate Scores FY 2018



The services most commonly used by respondents during the past year were consultations with Forest Service R&D personnel (by phone, email or in person) and presentations by personnel at meetings (used by 60% and 58% of respondents, respectively).

Services – Type of Services Used FY 2018



In addition to being the service used by the largest percentage of respondents, consultations with personnel garners the highest overall service rating (89). Considering the individual service attributes measured, consultation with personnel receives the highest ratings for each of the five attributes measured. This service scores highest for *knowledge of subject matter* (93) and *usefulness of service* (90).

On the other end of the spectrum, the least often used service, patenting/licensing/grants, receives the lowest overall score (84) and the lowest scores for each of the attributes measured. Among these low scores, *ease of scheduling an event* and *clarity of information* each receive a score of 81.

Services – Scores by Attribute FY 2018

	Technology is innovative	Ease of scheduling event	Clarity of information	Usefulness of service	Knowledge of subject matter
Services	83	83	86	87	91
Patenting/licensing/grants	83	81	81	86	89
Presentations by personnel at meetings	84	83	86	86	91
Workshops/training sessions	83	82	86	86	90
On-site demonstrations	86	83	87	87	91
Consultations with personnel	86	86	89	90	93
Other	83	85	88	87	92

BOLD scores indicate the highest score for each attribute by service
RED highlighted scores indicate the lowest score for each attribute by service

Scores for Services by SPAs are in the 80s or above with the highest score among the Water, Air and Soil SPA respondents at 91 and the lowest score among Wildland Fire SPA respondents at 83.

Services – Scores by Strategic Program Areas (SPAs)

	Wildland Fire	Invasive Species	Outdoor Recreation	Water, Air and Soil	Wildlife and Fish	Inventory and Monitoring	Resource Management and Use	Other
Sample Size	91	77	26	55	75	147	255	63
Services	83	87	84	91	88	86	88	88
Technology is innovative	81	83	81	88	86	82	85	84
Ease of scheduling event	79	83	83	89	83	81	86	87
Clarity of information	83	88	82	91	87	86	88	89
Usefulness of service	82	88	84	91	88	87	88	88
Knowledge of subject matter	87	93	88	93	92	90	92	93

Among organizational units with sample of at least 50, Northern Research Station rates Services the highest (90).

Services – Scores by Organizational Units

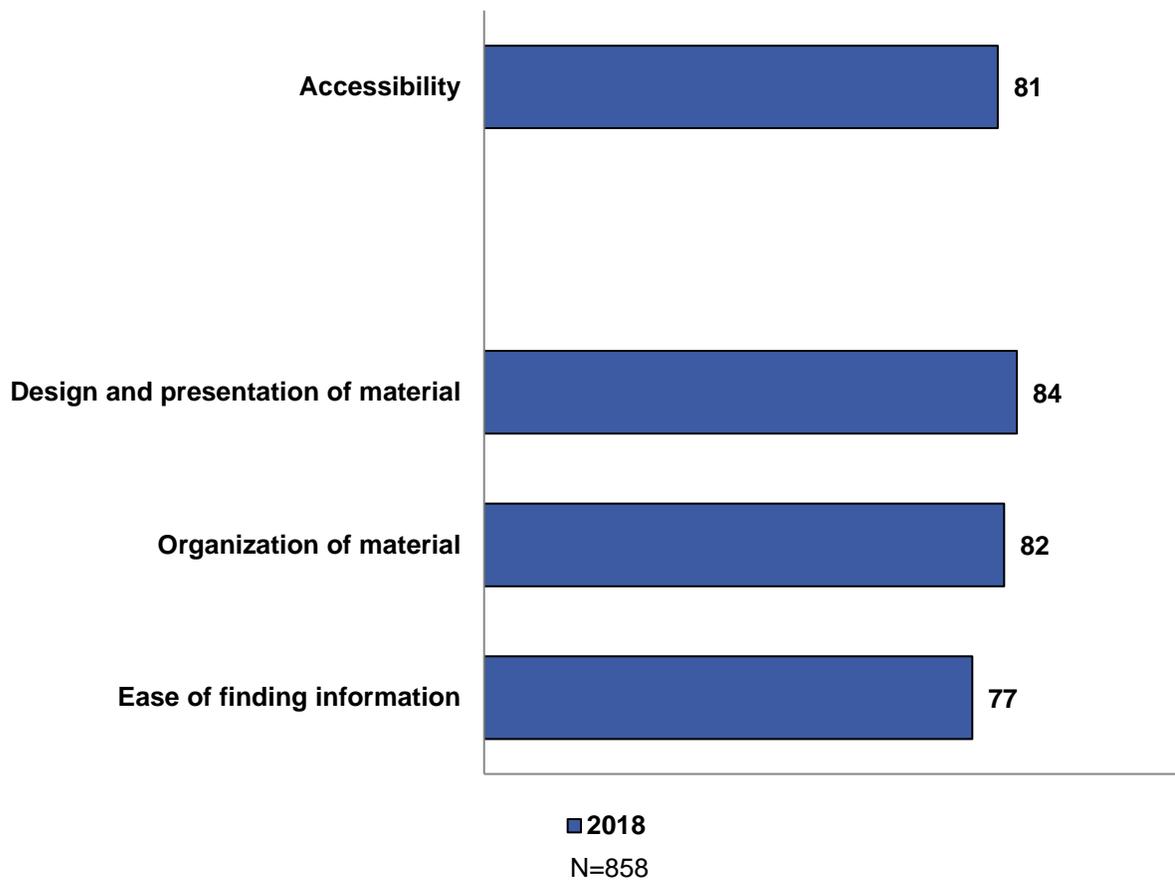
	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Services	89	90	82	85	84	84	87	87	89
Technology is innovative	84	87	78	82	85	83	83	84	85
Ease of scheduling event	87	87	81	82	82	79	84	82	88
Clarity of information	90	91	82	84	88	84	88	86	89
Usefulness of service	89	91	82	85	87	84	87	87	88
Knowledge of subject matter	92	94	88	90	89	89	91	92	92

Accessibility
Impact 0.3

Users of R&D products and services rate the Accessibility 81 in FY 2018. Like the changes implemented for measuring product and service performance, the approach to measuring accessibility changed in FY 2018. Instead of providing an overall rating of the Accessibility of Forest Services R&D products and services, respondents were asked to provide ratings for each of the specific methods they have used to access products and services. Due to this change, the performance scores are not comparable to previous years.

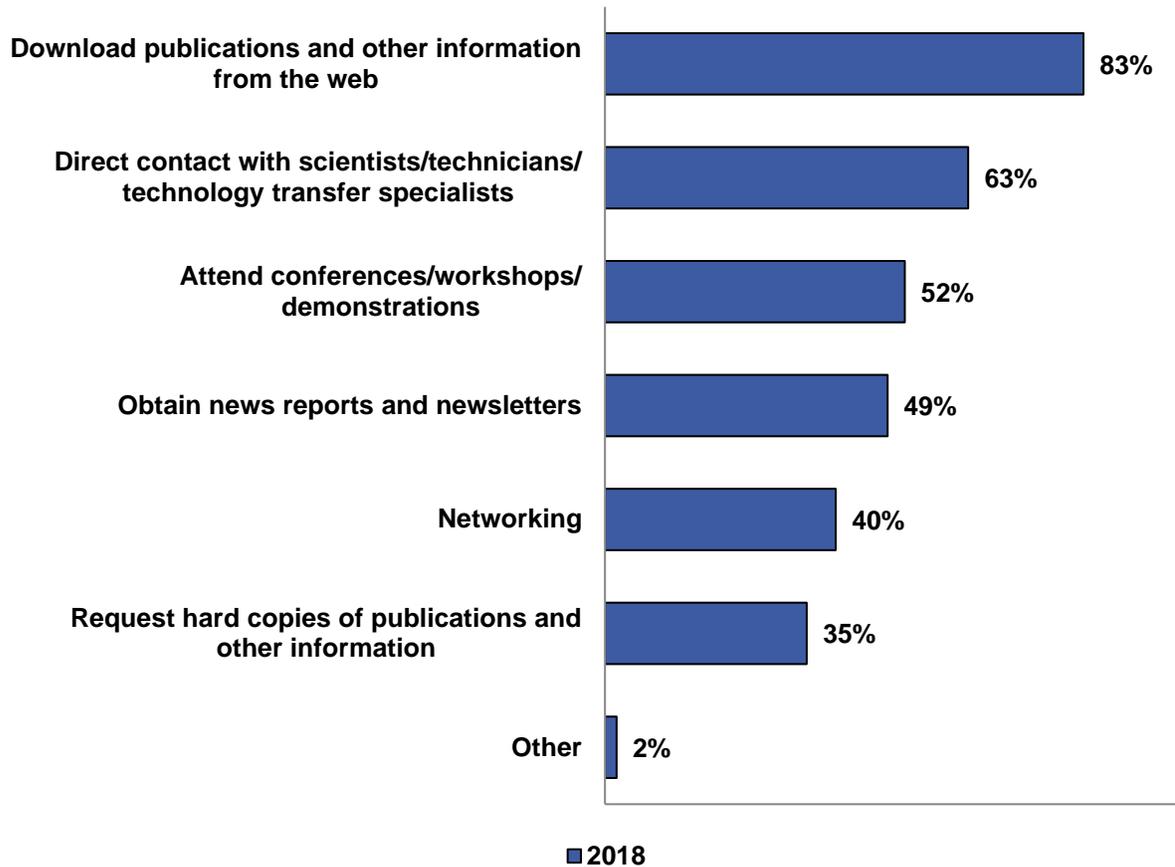
The scores below represent an aggregate of all the scores provided for the different access methods. *Ease of finding information* is the lowest rated accessibility attribute at 77.

Accessibility - Aggregate Scores FY 2018



Cited by 83% of respondents, downloading publications continues to be the most commonly used method for accessing products and services in FY 2018. The next most frequently used access method cited is direct contact with scientists/technicians/technology transfer specialists; used by 63% of respondents.

Accessibility – Methods Used FY 2018



Across the available access methods, the *design and presentation of the material* is rated highest while the *ease of finding information* is rated lowest.

Accessibility – Scores by Attribute FY 2018

	Ease of finding information	Organization of material	Design and presentation of material
Access method			
Request hard copies of publications and other information	79	83	85
Download publications and other information from the web	77	82	84
Obtain news reports and newsletters	77	82	84
Attend conferences/workshops/demonstrations	77	82	84
Direct contact with scientists/technicians/technology transfer specialists	78	82	85
Networking	77	82	84
Other	72	80	80

BOLD scores indicate the highest score for each attribute by access method
RED highlighted scores indicate the lowest score for each attribute by access method

Scores for Accessibility by SPAs are mostly in the low to mid 80s except for Wildland Fire with a score of 78.

Accessibility – Scores by SPAs

	Wildland Fire	Invasive Species	Outdoor Recreation	Water, Air and Soil	Wildlife and Fish	Inventory and Monitoring	Resource Management and Use	Other
Sample Size	91	77	26	55	75	147	255	63
Accessibility	78	80	80	85	84	81	83	84
Ease of finding information	74	74	75	81	80	77	80	81
Organization of material	79	81	81	85	85	81	83	86
Design and presentation of material	80	83	82	87	87	84	86	86

Scores for Accessibility by Organizational Unit range from 75 to 83 among those units with 50 or more responses.

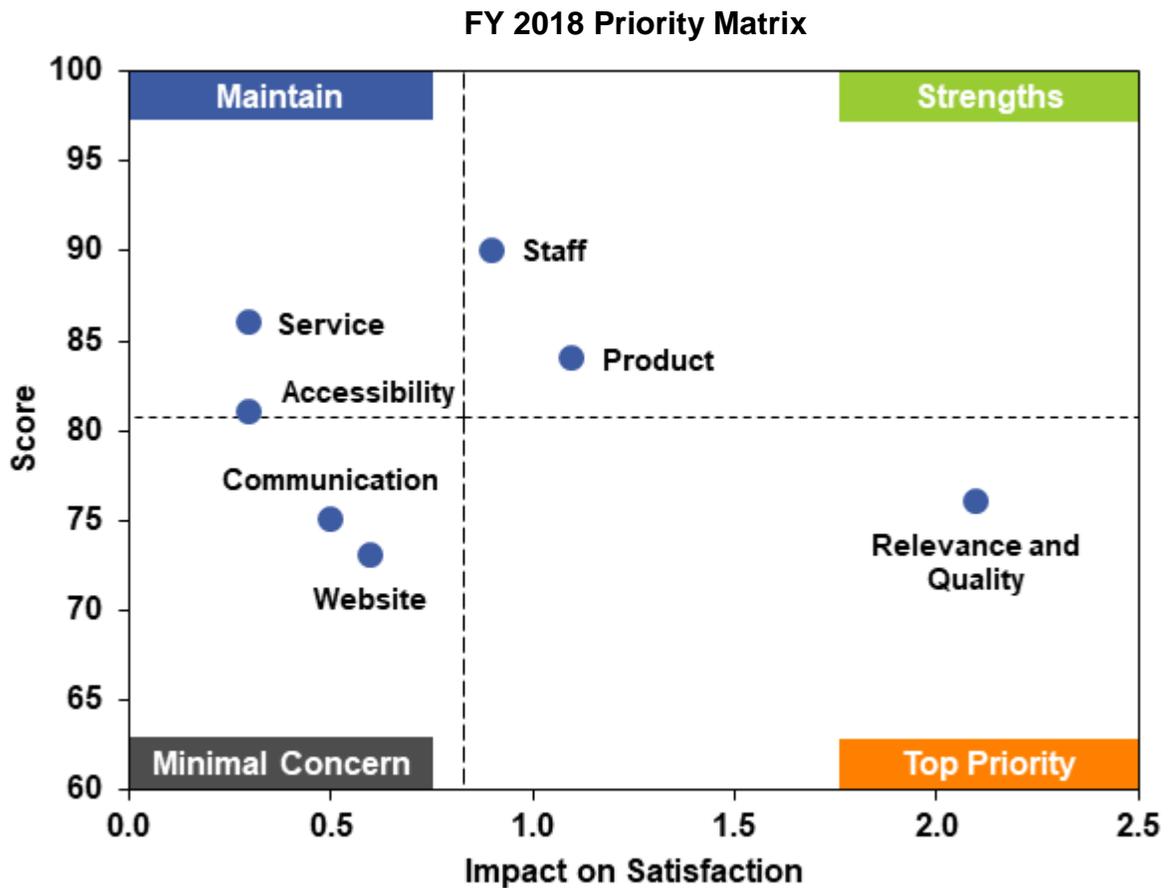
Accessibility – Scores by Organizational Units

	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Accessibility	82	84	77	75	89	82	86	79	83
Ease of finding information	78	79	73	68	88	79	83	76	79
Organization of material	82	84	78	76	88	82	87	79	84
Design and presentation of material	84	86	80	78	90	84	88	82	85

Priority Matrix

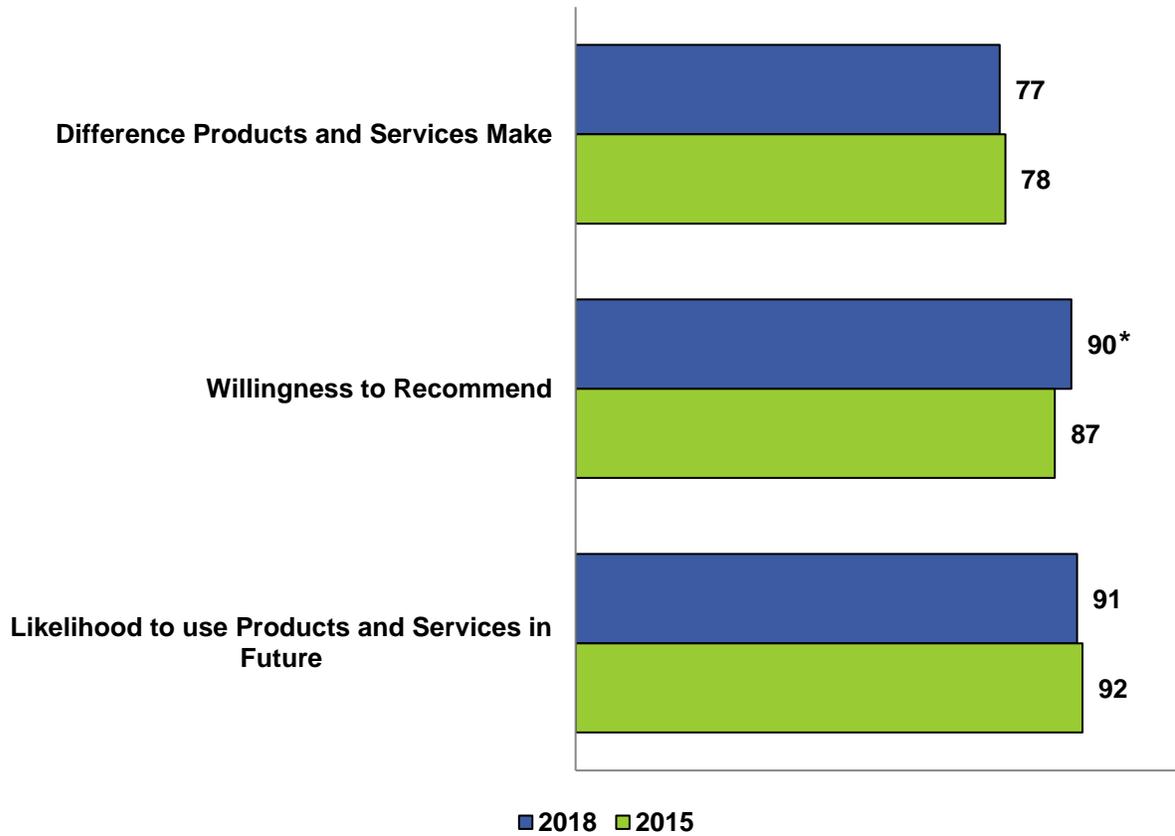
Plotting the Performance scores for each component or driver of satisfaction against the impact that it has on satisfaction produces the following matrix.

It is recommended to focus first on those items in the lower right-hand quadrant that are higher impact and lower performing. Relevance and Quality remains a high priority in order to improve satisfaction. Areas such as Communication that are lower performing but also lower impact can serve as a secondary target for improvement. Areas such as Services (and to a lesser degree, Accessibility), where performance is high and impact on satisfaction is lower are areas where performance should be maintained rather than targeted for improvement. While improvements to the high-impact, high-performing areas of Products and Staff would increase satisfaction, due to their already high levels of performance, any gains in satisfaction may be minimal.



E. Outcomes

Respondents continue to express a strong “willingness to recommend” by providing a significantly improved score of 90. Additionally, users provide a high score for “likelihood to use Forest Service R&D products and services in the future” (91). However, user assessment of the “difference Forest Service R&D products and services make” remains notably lower at 77 for FY 2018.



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Appendix A: Survey Questionnaire

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USDA – Forest Service Research and Development Customer Satisfaction Survey FY 2018 (FINAL)

The USDA FOREST SERVICE RESEARCH AND DEVELOPMENT (Forest Service 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 responses 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. 1090-0007 which expires May 31, 2018.

Demographics

DEMO1.1 Which of the following best describes your organization?

- Federal Agency **[If 'Federal Agency' selected, ask DEMO1.2 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 Forest Service?

- Yes **[If 'Yes' selected, ask DEMO1.3]**
- No **[go to DEMO2]**

DEMO1.3. Do you work for the Forest Service R&D Deputy Area?

- Yes **[go to END1]**
- No **[go to DEMO1.4]**

DEMO1.4. Which of the following best describes your position within the 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

- Executive
- Manager/Director
- Technical/Professional
- Small Business Owner and enthusiast
- 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**]

Experience with Forest Service R&D Staff

STAFF1. Have you ever directly contacted a Forest Service R&D 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, USE 1.1**]

STAFF2. Please rate the Forest Service R&D 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
- Knowledgeable
- Provided desired information

STAFF3. Please indicate which one of the following Forest Service R&D organizational units you use 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 Piedras, 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) _____

STAFF4. Which SPA are you most closely aligned with? (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 the knowledge and tools that managers use to reduce the negative effects of fire while enhancing the benefits of fire and of fire and fuels management to society and the environment. The SPA has five major focus areas: (1) understanding and modeling fundamental fire processes, (2) interactions of fire with ecosystems and the environment, (3) social and economic aspects of fire, (4) evaluation of integrated management strategies and disturbance interactions at multiple scales, and (5) application of fire research to address management problems.

- **Invasive Species SPA** provides scientific information, methods, and technology to understand, reduce, minimize, or eliminate the introduction, establishment, spread, and effects of invasive species and to restore ecosystems or ecosystem functions affected by invasive species. The SPA focuses on plants, animals, fish, insects, diseases, invertebrates, and other species that are not native to the ecosystem under consideration and whose introduction causes or is likely to cause economic or environmental harm.
- **Outdoor Recreation SPA** provides human and ecological sustainability through research directed at understanding and managing outdoor environments, activities, and experiences that connect people with the natural world. Research in this SPA is interdisciplinary and focuses on nature-based recreation and changing trends in American society; connections among recreation visitors, communities, and the environment; human benefits and consequences of recreation and nature contact; the effectiveness of recreation management and decision-making; and sustaining ecosystems affected by recreation.
- **Water, Air and Soil SPA** enables the sustainable management of these essential resources by providing clear air and safe drinking water. The SPA features ecosystem services with a high level of integration among water, air, and soil research. It stresses the effects of climate variability and change on water budgets, and it focuses on carbon sequestration from an ecosystem perspective.
- **Wildlife and Fish SPA** relies on interdisciplinary research to inform policy initiatives and management strategies affecting wildlife and fish habitat on private and public lands and the recovery of threatened or endangered species. Scientists in this SPA investigate the complex interactions among species; ecosystem dynamics and processes; land use and management; and emerging broad-scale threats, including global changes in climate, loss of open space, invasive species, and disease.
- **Inventory and Monitoring SPA** provides the resource data, analysis, and tools needed to effectively identify current status and trends of forests; management options and effects; and threats and effects of fire, invasive insects, disease, and other natural processes, enhancing use and value of the Nation's forests and grasslands. Assessing current and potential effects of changes in climate is dependent on monitoring forest ecosystems that are at the greatest risk to rapid changes in climate. Focus areas include the development and use of integrated interdisciplinary science, technologies, and remote sensing to increase the timeliness and spatial resolution of imagery documenting forest fragmentation caused by land use change; to describe the incidence of invasive insects, disease, and fire; to understand forest carbon pools; and to reduce the effects caused by extreme weather events.
- **Resource Management and Use SPA** provides the scientific and technological base to sustainably manage and use forest and range resources and forest fiber-based products. Focus areas include plant sciences, soil sciences, social sciences, silviculture, genetics, productivity, forest and range ecology management, harvesting and operations, forest and biomass products and utilization, global change, economics, and urban forestry.
- **Other** – please specify another program area you use if not listed above. _____

Usage of Products/Services (products may be defined as publications, reports, support tools, technical innovations; services as presentations, agreements, consultations, licensing)

USE1.1 Do you use Forest Service R&D products and services?

- Yes [go to **USE1.2**]
- No [go to **USE1.3**]

USE1.2 How often do you typically use Forest Service R&D products and services?

- Monthly [go to **USE1.4**]
- Quarterly [go to **USE1.4**]
- Annually [go to **END1**]
- Other (please specify) _____ [go to **USE1.4**]

USE1.3 Please indicate why you don't use products and services provided by Forest Service R&D. Check only one. **{SKIP TO USE2.2}**

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

USE1.4. Please indicate which of the following Forest Service R&D **PRODUCTS** you **USED** during the past year. You may select all that are appropriate. **[PN: RANDOMIZE SELECTIONS]**

- Published scientific articles
- New reports, newsletters
- Patents
- Unpatented new technologies developed by Forest Service researchers
- Technical articles or reports
- Education materials
- Syntheses reports
- Decision support tools
- Not applicable
- Other (Please specify) _____

[FOR USE2.1.1, RATE ALL ANSWERS TO SELECTIONS MADE FOR USE1.4]

USE2.1.1 Please rate FOREST SERVICE R&D **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. Innovative
- INFO2. Useful
- INFO3. Accurate
- INFO4. Up-to-date
- INFO5. Easy to understand
- INFO6. Scientifically sound
- INFO7. Authoritative
- INFO8. Unbiased
- INFO9. Comprehensive

USE2.2. Please indicate which of the following Forest Service R&D **SERVICES** you **USED** during the past year. You may select all that are appropriate. **[PN: RANDOMIZE SELECTIONS]**

- Forest Service patenting, licensing and grants and agreement service

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

[FOR USE2.2.1, RATE ALL ANSWERS TO SELECTIONS MADE FOR USE2.2]

USE2.2.1 Please rate Forest Service R&D **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. Technology developed is innovative
- PRES2. Ease of scheduling the event/consultation
- PRES3. Clarity of the information presented/provided
- PRES4. Usefulness of the service presented/provided
- PRES5. Presenter’s/consultant’s knowledge of subject matter

Accessibility/Format of Products/Services

- ACC1. How do you access the products and services provided by FOREST SERVICE R&D? (Select all that apply in priority order) **[PN: RANDOMIZE SELECTIONS]**
- 1 Request hard copies of publications and other information
 - 2 Download publications and other information from the web
 - 3 Obtain news reports and newsletters
 - 4 Attend conferences/workshops/demonstrations
 - 5 Direct contact with scientists/technicians/technology transfer specialists
 - 6 Networking
 - 7 Other (please specify) _____

{IF ACC1 =1, 2, or 3 GO TO ACC2, OTHERWISE SKIP TO COM1}

ACC2. Please rate each method of access you use 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.”

NEED TO ASK EACH OF THESE FOR EACH METHOD OF ACCESS SELECTED IN ACC1.

Thinking about when you {INSERT METHOD OF ACCESS} from Forest Service R&D. Using a scale of 1 to 10, where 1 means “Poor” and 10 means “Excellent”, please rate this method for accessing products and services on....

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

Communication

Please rate Forest Service 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
- COM3. Providing schedules for conferences and workshops
- COM4. Products and services being clearly identified as coming from Forest Service R&D

Relevance and Quality of Products/Services

Please rate how useful the products and services from (Forest Service R&D) 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. Provides innovative new technology for product development
 RELEV2. Addresses problems, issues or needs that you currently face
 RELEV3. Provides detailed and actionable solutions
 RELEV4. Provides solutions that are workable with your resources
 RELEV5. Helps anticipate emerging problems, issues or needs you might face

Overall Satisfaction with Forest Service R&D Products/Services

- SAT1. How much of a difference do the products and services provided by Forest Service R&D 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".
- SAT2. Please think of your experiences with Forest Service 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 Forest Service R&D?
- SAT3. Thinking about your expectations of the products and services provided by Forest Service R&D. 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 R&D fallen short of, or exceeded, your expectations?
- SAT4. Imagine an ideal forestry research organization. How well do you think the products and services provided by Forest Service R&D 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 likely" and 10 means "Very likely", how likely are you to use Forest Service R&D products and services in the future?
- OUTCOME2: 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 R&D products and services to your colleagues?

Website

- WEB1. Have you visited the Forest Service R&D website (www.ForestService.fed.us/research)?
- Yes **[go to WEB1a-WEB1e]**
 - No **[go to IMPROVE1]**

Please think about your experience using the Forest Service R&D website. Using a scale from 1 to 10 where 1 is "Poor" and 10 is "Excellent" please rate the following:

- WEB1a. The overall look and feel of the site
WEB1b. The website navigation
WEB1c. The content and information presented on the website
WEB1d. The search function on the website
WEB1e. Ease of or ability to find information

WEB2. What comments do you have about the website? **[Open ended]**

Improving Future Service

IMPROVE1. Forest Service R&D is looking for ways to improve its service. Please rate the following in order of importance for what Forest Service R&D needs to focus on in order to improve customer service.

- Make information more available/accessible ("user friendly") via the Internet
- 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
- Focus R&D on questions raised by natural resource managers
- Increase collaboration with researchers from outside Forest Service R&D
- Make more publications, especially older legacy publications – available on Internet

OPENEND1. Do you have any other suggestions concerning how Forest Service R&D could better serve you? **[Open Ended]**

END1. Thank you for your time. Forest Service R&D is specifically looking for information from customers who do not work in the R&D Deputy Area. Please hit the next button to go to the end of the survey.

END2. Thank you for your time. Forest Service R&D is specifically looking for information from customers who typically use services more than once a year. Please hit the next button to go to the end of the survey.

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Appendix B: Non-modeled Questions

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Non-modeled Questions – FY 2015 and FY 2018

	FY 2015			FY 2018		
	%	N	CSI	%	N	CSI
Directly contacted a FS R and D employee for information or assistance						
Directly contacted an employee	89%	749	76	82%	789	75
Did not directly contact an employee	11%	93	72	18%	177	71
Number of Respondents		842			966	

Organization you work for						
Federal Agency	26%	216	75	37%	356	73
State or Local Government Agency	24%	206	77	16%	154	75
Tribal Government	0%	4	62	1%	5	65
College/University Education	23%	195	78	20%	190	75
K-12 Education	0%	3	87	1%	10	91
Business/Commercial	8%	66	74	7%	63	75
Non-Profit Agency/Organization	12%	102	72	13%	125	73
Other	6%	50	81	7%	63	75
Number of Respondents		842			966	

Work for the USDA Forest Service						
Work for Forest Service	67%	144	72	69%	247	70
Do not work for Forest Service	33%	72	79	31%	109	80
Number of Respondents		216			356	

Work for the FS R and D Deputy Area						
Do not work for Deputy Area	100%	144	72	100%	247	70
Number of Respondents		144			247	

Position within the USDA Forest Service						
National Forest System staff in Washington Office	3%	4	69	9%	23	63
National Forest System Regional Office staff	22%	32	67	18%	44	68
National Forest System Forest Supervisor Office staff	26%	38	77	28%	69	73
National Forest System Ranger District staff	22%	31	74	21%	52	73
State and Private Forestry staff in Washington Office	6%	8	69	3%	8	59
State and Private Forestry field staff	12%	17	72	14%	35	64
Washington Office staff	2%	3	71	3%	8	85
Other	8%	11	72	3%	8	73
Number of Respondents		144			247	

Primary role at your organization						
Researcher	17%	123	77	13%	125	77
Educator	8%	56	79	11%	111	76
Executive	12%	89	73	6%	57	73
Manager/Director	0%	0	--	23%	227	72
Technical/Professional	52%	375	76	38%	364	74
Small Business Owner and enthusiast	0%	0	--	2%	21	80
Other	11%	79	75	6%	61	76
Number of Respondents		722			966	

Located in the 50 United States or the District of Columbia						
Located in the US	93%	784	75	91%	880	74
Not located in the US	7%	58	84	9%	86	76
Number of Respondents		842			966	

	FY 2015			FY 2018		
	%	N	CSI	%	N	CSI
State in which you are located						
AL	1%	7	74	1%	8	71
AK	1%	8	76	1%	10	72
AZ	2%	16	63	3%	24	68
AR	3%	20	79	1%	11	76
CA	12%	92	66	8%	73	68
CO	5%	42	77	6%	50	75
CT	1%	6	86	1%	6	82
DC	0%	3	87	0%	1	42
DE	3%	23	76	3%	30	69
FL	1%	11	73	2%	14	77
GA	2%	18	79	3%	23	73
HI	1%	9	62	1%	12	72
ID	3%	22	73	4%	36	69
IL	1%	7	85	2%	14	76
IN	1%	9	87	1%	11	66
IA	0%	1	80	1%	5	75
KS	0%	2	73	0%	4	84
KY	1%	11	71	1%	5	64
LA	1%	7	73	1%	7	84
ME	1%	11	69	1%	10	81
MD	2%	16	75	3%	27	82
MA	1%	9	77	1%	9	64
MI	3%	26	75	2%	16	78
MN	4%	30	79	3%	23	80
MS	1%	8	83	1%	11	78
MO	2%	14	81	1%	12	85
MT	2%	13	74	4%	31	72
NE	1%	4	81	0%	2	74
NV	1%	5	82	1%	9	81
NH	1%	8	80	1%	10	74
NJ	1%	4	81	1%	6	83
NM	1%	8	71	2%	16	61
NY	3%	24	77	3%	27	86
NC	3%	25	79	4%	35	74
ND	0%	2	67	0%	3	46
OH	1%	11	85	1%	13	88
OK	0%	2	87	0%	1	60
OR	3%	24	76	6%	54	72
PA	8%	60	81	5%	45	77
RI	0%	3	83	0%	1	19
SC	1%	10	84	2%	17	77
SD	1%	4	77	0%	3	73
TN	2%	13	76	2%	14	76
TX	1%	10	75	2%	16	76
UT	1%	7	75	3%	27	66
VT	1%	4	66	1%	6	84
VA	4%	29	76	3%	30	77
WA	5%	41	71	3%	26	72
WV	2%	15	80	1%	9	72
WI	3%	20	74	2%	16	72
WY	1%	10	73	1%	11	77
Number of Respondents		784			880	

	FY 2015			FY 2018		
	%	N	CSI	%	N	CSI
Use FS R and D products and services						
Use products and services	0%	0	--	91%	879	75
Do not use products and services	0%	0	--	9%	87	65
Number of Respondents		0			966	

Frequency use Forest Service RD products and services						
	%	N	CSI	%	N	CSI
Monthly	0%	0	--	47%	413	77
Quarterly	0%	0	--	42%	368	74
Other	0%	0	--	11%	98	69
Number of Respondents		0			879	

Main reason you don't make more use of products services provided by FS R and D						
	%	N	CSI	%	N	CSI
Have only a passing interest in natural resource issues	0%	0	--	9%	8	88
The products/services provided by FS R&D are not relevant to the problems I face	0%	0	--	34%	30	61
The quality of the products/services provided by FS R&D leave something to be desired	0%	0	--	6%	5	14
The products/services offered by FS R&D are not provided in a form I can readily utilize	0%	0	--	15%	13	55
Other	0%	0	--	36%	31	75
Number of Respondents		0			87	

FS R and D organizational unit used most frequently						
	%	N	CSI	%	N	CSI
Forest Products Laboratory	7%	56	76	7%	58	76
Northern Research Station	27%	228	79	25%	196	79
Pacific Northwest Research Station	10%	86	73	11%	89	71
Pacific Southwest Research Station	11%	91	70	6%	50	68
International Institute of Tropical Forestry	2%	18	89	2%	14	81
Rocky Mountain Research Station	14%	121	72	20%	160	71
Southern Research Station	17%	139	77	13%	102	74
Washington Office	4%	35	71	5%	43	74
Other	8%	68	78	10%	77	80
Number of Respondents		842			789	

FS R and D Strategic Program Area most closely aligned with						
	%	N	CSI	%	N	CSI
Wildland Fire	10%	85	76	12%	91	69
Invasive Species	13%	106	78	10%	77	73
Outdoor Recreation	5%	38	66	3%	26	71
Water, Air and Soil	6%	47	75	7%	55	78
Wildlife and Fish	7%	62	73	10%	75	77
Inventory and Monitoring	18%	148	77	19%	147	75
Resource Management and Use	35%	294	76	32%	255	76
Other	7%	62	78	8%	63	75
Number of Respondents		842			789	

	FY 2015			FY 2018		
	%	N	CSI	%	N	CSI
FS R and D products used during the past year~						
Published scientific articles	0%	0	--	79%	695	76
News reports or newsletters	0%	0	--	58%	506	76
Patents	0%	0	--	0%	2	93
Unpatented new technologies developed by Forest Service researchers	0%	0	--	11%	101	78
Technical articles or reports	91%	725	76	85%	748	75
Education materials	20%	161	78	43%	381	77
Syntheses reports	31%	248	76	39%	347	75
Decision support tools	32%	256	76	32%	279	77
Other	5%	40	83	8%	70	75
None of the above	2%	18	69	0%	3	93
Number of Respondents		801			879	

FS R and D services used during the past year~						
Forest Service patenting, licensing and grants and agreement service	0%	0	--	7%	69	76
Presentations by personnel at meetings	68%	559	77	58%	556	75
Forest Service R&D-sponsored workshops/training sessions	33%	274	78	28%	269	76
Forest Service R&D-sponsored on-site demonstrations	17%	141	78	10%	99	77
Consultations with Forest Service R&D personnel (by phone, e-mail, or in person)	68%	560	77	60%	582	76
Other	4%	30	80	6%	60	76
None of the above	14%	113	74	16%	150	74
Number of Respondents		824			966	

How you access products and services provided by FS R and D~						
Request hard copies of publications and other information	0%	0	--	35%	336	76
Download publications and other information from the web	0%	0	--	83%	799	75
Obtain news reports and newsletters	0%	0	--	49%	472	75
Attend conferences/workshops/demonstrations	0%	0	--	52%	500	75
Direct contact with scientists/technicians/technology transfer specialists	0%	0	--	63%	609	75
Networking	0%	0	--	40%	383	75
Other	0%	0	--	2%	19	65
Number of Respondents		0			966	

Visited the Forest Service RD website						
Visited website	84%	666	76	77%	743	75
Did not visit website	16%	128	75	23%	223	71
Number of Respondents		794			966	

~ Multiple Responses Allowed.

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Appendix C: Attribute Tables by Select Segments

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Significant Differences – FY 2015 compared to FY 2018

	2015	2018	Difference	Significant Difference	Aggregate Impact
	Scores				
Sample Size	842	966			
Products	--	84	--		1.1
Innovative	--	80	--		--
Useful	--	85	--		--
Accurate	--	86	--		--
Up-to-date	--	84	--		--
Easy to understand	--	83	--		--
Scientifically sound	--	87	--		--
Authoritative	--	85	--		--
Unbiased	--	84	--		--
Comprehensive	--	84	--		--
Products - Published scientific articles	--	85	--		N/A
Published scientific articles - Innovative	--	80	--		--
Published scientific articles - Useful	--	85	--		--
Published scientific articles - Accurate	--	88	--		--
Published scientific articles - Up-to-date	--	85	--		--
Published scientific articles - Easy to understand	--	82	--		--
Published scientific articles - Scientifically sound	--	89	--		--
Published scientific articles - Authoritative	--	86	--		--
Published scientific articles - Unbiased	--	85	--		--
Published scientific articles - Comprehensive	--	84	--		--
Products - News reports or newsletters	--	84	--		N/A
News reports or newsletters - Innovative	--	80	--		--
News reports or newsletters - Useful	--	84	--		--
News reports or newsletters - Accurate	--	87	--		--
News reports or newsletters - Up-to-date	--	86	--		--
News reports or newsletters - Easy to understand	--	87	--		--
News reports or newsletters - Scientifically sound	--	87	--		--
News reports or newsletters - Authoritative	--	84	--		--
News reports or newsletters - Unbiased	--	84	--		--
News reports or newsletters - Comprehensive	--	82	--		--
Products - Patents	--	94	--		N/A
Patents - Innovative	--	94	--		--
Patents - Useful	--	94	--		--
Patents - Accurate	--	94	--		--
Patents - Up-to-date	--	94	--		--
Patents - Easy to understand	--	94	--		--
Patents - Scientifically sound	--	94	--		--
Patents - Authoritative	--	94	--		--
Patents - Unbiased	--	89	--		--
Patents - Comprehensive	--	94	--		--
Products - Unpatented new technologies	--	86	--		N/A
Unpatented new technologies - Innovative	--	87	--		--
Unpatented new technologies - Useful	--	87	--		--
Unpatented new technologies - Accurate	--	86	--		--
Unpatented new technologies - Up-to-date	--	86	--		--
Unpatented new technologies - Easy to understand	--	82	--		--
Unpatented new technologies - Scientifically sound	--	89	--		--
Unpatented new technologies - Authoritative	--	86	--		--
Unpatented new technologies - Unbiased	--	85	--		--
Unpatented new technologies - Comprehensive	--	84	--		--

	2015	2018	Difference	Significant Difference	Aggregate Impact
	Scores				
Sample Size	842	966			
Products - Technical articles or reports	--	85	--		N/A
Technical articles or reports - Innovative	--	81	--		--
Technical articles or reports - Useful	--	86	--		--
Technical articles or reports - Accurate	--	87	--		--
Technical articles or reports - Up-to-date	--	84	--		--
Technical articles or reports - Easy to understand	--	83	--		--
Technical articles or reports - Scientifically sound	--	88	--		--
Technical articles or reports - Authoritative	--	86	--		--
Technical articles or reports - Unbiased	--	85	--		--
Technical articles or reports - Comprehensive	--	84	--		--
Products - Education materials	--	86	--		N/A
Education materials - Innovative	--	81	--		--
Education materials - Useful	--	87	--		--
Education materials - Accurate	--	88	--		--
Education materials - Up-to-date	--	83	--		--
Education materials - Easy to understand	--	88	--		--
Education materials - Scientifically sound	--	89	--		--
Education materials - Authoritative	--	86	--		--
Education materials - Unbiased	--	86	--		--
Education materials - Comprehensive	--	84	--		--
Products - Syntheses reports	--	85	--		N/A
Syntheses reports - Innovative	--	80	--		--
Syntheses reports - Useful	--	86	--		--
Syntheses reports - Accurate	--	86	--		--
Syntheses reports - Up-to-date	--	83	--		--
Syntheses reports - Easy to understand	--	84	--		--
Syntheses reports - Scientifically sound	--	87	--		--
Syntheses reports - Authoritative	--	86	--		--
Syntheses reports - Unbiased	--	85	--		--
Syntheses reports - Comprehensive	--	85	--		--
Products - Decision support tools	--	82	--		N/A
Decision support tools - Innovative	--	82	--		--
Decision support tools - Useful	--	84	--		--
Decision support tools - Accurate	--	82	--		--
Decision support tools - Up-to-date	--	81	--		--
Decision support tools - Easy to understand	--	78	--		--
Decision support tools - Scientifically sound	--	83	--		--
Decision support tools - Authoritative	--	83	--		--
Decision support tools - Unbiased	--	83	--		--
Decision support tools - Comprehensive	--	82	--		--
Products - Other	--	87	--		N/A
Other - Innovative	--	82	--		--
Other - Useful	--	90	--		--
Other - Accurate	--	89	--		--
Other - Up-to-date	--	86	--		--
Other - Easy to understand	--	83	--		--
Other - Scientifically sound	--	89	--		--
Other - Authoritative	--	88	--		--
Other - Unbiased	--	88	--		--
Other - Comprehensive	--	87	--		--

	2015	2018	Difference	Significant Difference	Aggregate Impact
	Scores				
Sample Size	842	966			
Services	--	86	--		0.3
Technology is innovative	--	83	--		--
Ease of scheduling event	--	83	--		--
Clarity of information	--	86	--		--
Usefulness of service	--	87	--		--
Knowledge of subject matter	--	91	--		--
Services - Patenting/licensing/grants	--	84	--		N/A
Patenting/licensing/grants/agreement service - Technology is innovative	--	83	--		--
Patenting/licensing/grants/agreement service - Ease of scheduling event	--	81	--		--
Patenting/licensing/grants/agreement service - Clarity of information	--	81	--		--
Patenting/licensing/grants/agreement service - Usefulness of service	--	86	--		--
Patenting/licensing/grants/agreement service - Knowledge of subject matter	--	89	--		--
Services - Presentations by personnel at meetings	--	87	--		N/A
Presentations by personnel at meetings - Technology is innovative	--	84	--		--
Presentations by personnel at meetings - Ease of scheduling event	--	83	--		--
Presentations by personnel at meetings - Clarity of information	--	86	--		--
Presentations by personnel at meetings - Usefulness of service	--	86	--		--
Presentations by personnel at meetings - Knowledge of subject matter	--	91	--		--
Services - Workshops/training sessions	--	86	--		N/A
Workshops/training sessions - Technology is innovative	--	83	--		--
Workshops/training sessions - Ease of scheduling event	--	82	--		--
Workshops/training sessions - Clarity of information	--	86	--		--
Workshops/training sessions - Usefulness of service	--	86	--		--
Workshops/training sessions - Knowledge of subject matter	--	90	--		--
Services - On-site demonstrations	--	87	--		N/A
On-site demonstrations - Technology is innovative	--	86	--		--
On-site demonstrations - Ease of scheduling event	--	83	--		--
On-site demonstrations - Clarity of information	--	87	--		--
On-site demonstrations - Usefulness of service	--	87	--		--
On-site demonstrations - Knowledge of subject matter	--	91	--		--
Services - Consultations with personnel	--	89	--		N/A
Consultations via phone, e-mail, or in person - Technology is innovative	--	86	--		--
Consultations via phone, e-mail, or in person - Ease of scheduling event	--	86	--		--
Consultations via phone, e-mail, or in person - Clarity of information	--	89	--		--
Consultations via phone, e-mail, or in person - Usefulness of service	--	90	--		--
Consultations via phone, e-mail, or in person - Knowledge of subject matter	--	93	--		--
Services - Other	--	87	--		N/A
Other - Technology is innovative	--	83	--		--
Other - Ease of scheduling event	--	85	--		--
Other - Clarity of information	--	88	--		--
Other - Usefulness of service	--	87	--		--
Other - Knowledge of subject matter	--	92	--		--
Method of Access	--	86	--		N/A
Request hard copies of publications and other information	--	83	--		--
Download publications and other information from the web	--	88	--		--
Obtain news reports and newsletters	--	86	--		--

	2015	2018	Difference	Significant Difference	Aggregate Impact
	Scores				
Sample Size	842	966			
Accessibility	--	81	--		0.3
Ease of finding information	--	77	--		--
Organization of material	--	82	--		--
Design and presentation of material	--	84	--		--
Accessibility - Request hard copies of publications/information	--	82	--		N/A
Hard copies of publications/information - Ease of finding information	--	78	--		--
Hard copies of publications/information - Organization of material	--	84	--		--
Hard copies of publications/information - Design and presentation of material	--	85	--		--
Accessibility - Download publications/information from web	--	81	--		N/A
Download publications/information from web - Ease of finding information	--	77	--		--
Download publications/information from web - Organization of material	--	82	--		--
Download publications/information from web - Design and presentation of material	--	84	--		--
Accessibility - Obtain news reports and newsletters	--	82	--		N/A
Obtain news reports and newsletters - Ease of finding information	--	79	--		--
Obtain news reports and newsletters - Organization of material	--	82	--		--
Obtain news reports and newsletters - Design and presentation of material	--	84	--		--
Communication	70	75	5	↑	0.5
Informing you about the availability of new product and service offerings	66	73	7	↑	--
Providing schedules for conferences and workshops	67	69	2	↑	--
Products and services being clearly identified as coming from Forest Service R&D	79	80	1		--
Relevance and Quality	74	76	2	↑	2.1
Provides innovative new technology for product development	--	75	--		--
Addresses problems, issues or needs that you currently face	77	79	2	↑	--
Provides detailed and actionable solutions	72	76	4	↑	--
Provides solutions that are workable with your resources	71	75	4	↑	--
Helps anticipate emerging problems, issues or needs you might face	74	77	3	↑	--
Staff	92	90	-2	↓	0.9
Courteousness	93	92	-1		--
Timeliness in responding	88	85	-3	↓	--
Knowledge	93	92	-1		--
Provided desired information	--	89	--		--
Website	--	74	--		0.6
Overall look and feel of the site	--	74	--		--
Website navigation	--	71	--		--
Content and information presented on the website	--	79	--		--
Search function on the website	--	72	--		--
Ease of or ability to find information	--	71	--		--
Customer Satisfaction Index	76	74	-2	↓	N/A
Satisfaction with Forest Service R&D products/services	81	80	-1	↓	--
Forest Service R&D products/services compared to expectations	70	72	2		--
Forest Service R&D products/services compared to the ideal	75	70	-5	↓	--
Difference Products and Services Make	78	77	-1		4.0
Difference the products and services provided by FS R and D make	78	77	-1		--
Willingness to Recommend	87	90	3	↑	3.2
Willingness to recommend Forest Service R&D products/services to colleagues	87	90	3	↑	--
Likelihood to use Products and Services in Future	92	91	-1		2.7
Likelihood of using Forest Service R&D products/services in the future	92	91	-1		--

**Arrows indicate a significant difference at 90% confidence level*

Scores by Organizational Units

	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Products	86	88	80	80	84	83	86	84	87
Innovative	80	84	77	78	81	79	79	79	85
Useful	86	89	82	81	83	84	85	81	86
Accurate	89	90	82	83	85	85	88	87	88
Up-to-date	84	86	80	80	85	83	85	82	87
Easy to understand	87	86	81	78	84	83	85	82	84
Scientifically sound	89	90	84	84	86	86	89	87	89
Authoritative	88	88	80	81	86	83	88	86	88
Unbiased	88	88	79	81	85	83	86	84	86
Comprehensive	85	87	78	80	85	82	85	83	88
Products - Published scientific articles	88	88	82	83	89	84	86	85	88
Published scientific articles - Innovative	82	83	77	78	85	78	78	76	85
Published scientific articles - Useful	87	88	83	81	88	84	85	80	89
Published scientific articles - Accurate	91	91	85	87	91	87	89	88	90
Published scientific articles - Up-to-date	84	87	82	83	91	85	85	85	88
Published scientific articles - Easy to understand	86	85	80	76	87	81	84	80	85
Published scientific articles - Scientifically sound	91	92	87	87	90	88	89	89	90
Published scientific articles - Authoritative	90	90	81	85	91	85	87	88	90
Published scientific articles - Unbiased	88	89	81	85	89	83	87	89	84
Published scientific articles - Comprehensive	88	87	80	81	89	82	85	83	88
Products - News reports or newsletters	81	88	82	83	83	83	86	83	90
News reports or newsletters - Innovative	73	84	76	81	76	78	83	75	86
News reports or newsletters - Useful	81	88	81	85	81	83	86	78	92
News reports or newsletters - Accurate	83	90	84	87	82	84	90	86	90
News reports or newsletters - Up-to-date	81	89	84	88	83	85	87	84	91
News reports or newsletters - Easy to understand	83	91	88	87	83	87	89	85	91
News reports or newsletters - Scientifically sound	81	91	84	86	84	85	90	85	91
News reports or newsletters - Authoritative	79	88	82	81	82	82	87	83	91
News reports or newsletters - Unbiased	80	87	79	83	81	82	88	83	90
News reports or newsletters - Comprehensive	78	86	76	79	80	80	84	82	91
Products - Patents	100	--	--	--	--	--	--	--	89
Patents - Innovative	100	--	--	--	--	--	--	--	89
Patents - Useful	100	--	--	--	--	--	--	--	89
Patents - Accurate	100	--	--	--	--	--	--	--	89
Patents - Up-to-date	100	--	--	--	--	--	--	--	89
Patents - Easy to understand	100	--	--	--	--	--	--	--	89
Patents - Scientifically sound	100	--	--	--	--	--	--	--	89
Patents - Authoritative	100	--	--	--	--	--	--	--	89
Patents - Unbiased	--	--	--	--	--	--	--	--	89
Patents - Comprehensive	100	--	--	--	--	--	--	--	89
Products - Unpatented new technologies	85	88	83	84	--	84	93	100	86
Unpatented new technologies - Innovative	85	88	87	86	--	85	94	100	89
Unpatented new technologies - Useful	87	90	84	89	--	85	92	100	88
Unpatented new technologies - Accurate	83	89	87	89	--	83	91	--	83
Unpatented new technologies - Up-to-date	83	89	85	81	--	84	93	--	84
Unpatented new technologies - Easy to understand	81	86	77	69	--	84	88	100	73
Unpatented new technologies - Scientifically sound	85	89	88	89	--	90	97	100	89
Unpatented new technologies - Authoritative	87	88	78	89	--	84	97	100	89
Unpatented new technologies - Unbiased	85	85	87	81	--	81	96	100	85
Unpatented new technologies - Comprehensive	83	85	81	81	--	85	89	100	86

	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Products - Technical articles or reports	87	88	81	81	93	84	86	83	86
Technical articles or reports - Innovative	82	84	77	79	89	80	81	77	83
Technical articles or reports - Useful	86	89	84	82	91	85	86	83	85
Technical articles or reports - Accurate	90	90	84	85	95	86	88	86	87
Technical articles or reports - Up-to-date	85	87	80	80	94	83	85	80	87
Technical articles or reports - Easy to understand	87	86	81	78	92	83	86	80	84
Technical articles or reports - Scientifically sound	91	91	84	85	94	86	89	87	87
Technical articles or reports - Authoritative	89	89	82	83	95	83	89	87	87
Technical articles or reports - Unbiased	90	89	80	82	95	83	86	82	84
Technical articles or reports - Comprehensive	85	88	79	80	95	82	86	83	86
Products - Education materials	86	89	77	87	95	83	85	85	89
Education materials - Innovative	80	84	70	79	96	78	81	75	87
Education materials - Useful	85	90	78	88	97	85	86	82	90
Education materials - Accurate	88	90	79	90	90	85	87	88	90
Education materials - Up-to-date	84	85	74	88	94	79	82	81	88
Education materials - Easy to understand	87	91	80	89	94	86	88	86	93
Education materials - Scientifically sound	89	92	80	90	96	86	88	91	89
Education materials - Authoritative	86	90	81	86	97	84	86	84	89
Education materials - Unbiased	85	90	76	85	96	83	84	90	88
Education materials - Comprehensive	83	87	73	86	97	81	85	84	89
Products - Syntheses reports	79	89	81	80	84	86	86	90	85
Syntheses reports - Innovative	59	84	78	77	69	81	80	81	84
Syntheses reports - Useful	80	91	83	80	78	87	88	90	85
Syntheses reports - Accurate	79	91	82	83	86	87	89	90	87
Syntheses reports - Up-to-date	76	87	79	78	81	86	85	87	86
Syntheses reports - Easy to understand	81	88	82	80	86	84	85	89	84
Syntheses reports - Scientifically sound	83	92	84	83	89	87	89	93	88
Syntheses reports - Authoritative	86	90	80	81	89	86	87	90	88
Syntheses reports - Unbiased	84	89	80	80	89	84	86	93	81
Syntheses reports - Comprehensive	80	89	82	80	86	86	85	91	86
Products - Decision support tools	82	86	75	78	100	83	83	84	78
Decision support tools - Innovative	76	87	78	79	100	83	81	79	78
Decision support tools - Useful	85	87	79	81	100	86	84	79	78
Decision support tools - Accurate	83	87	72	81	100	81	81	88	79
Decision support tools - Up-to-date	79	84	75	76	100	81	83	84	78
Decision support tools - Easy to understand	82	82	67	67	100	80	78	75	71
Decision support tools - Scientifically sound	83	86	78	82	100	83	84	91	79
Decision support tools - Authoritative	83	87	73	79	100	83	84	85	79
Decision support tools - Unbiased	83	88	78	79	100	82	83	89	76
Decision support tools - Comprehensive	82	87	74	77	100	82	83	82	78
Products - Other	88	95	91	89	0	80	91	90	79
Other - Innovative	72	93	90	93	0	70	86	67	77
Other - Useful	93	98	96	94	0	87	91	92	78
Other - Accurate	93	94	95	78	0	87	97	92	81
Other - Up-to-date	81	91	89	89	0	83	91	92	80
Other - Easy to understand	89	92	76	91	0	79	89	75	75
Other - Scientifically sound	91	96	92	91	0	83	93	92	81
Other - Authoritative	91	95	87	86	0	79	91	97	84
Other - Unbiased	93	98	89	87	0	71	97	97	79
Other - Comprehensive	85	95	93	89	0	73	94	97	79
Services	89	90	82	85	84	84	87	87	89
Technology is innovative	84	87	78	82	85	83	83	84	85
Ease of scheduling event	87	87	81	82	82	79	84	82	88
Clarity of information	90	91	82	84	88	84	88	86	89
Usefulness of service	89	91	82	85	87	84	87	87	88
Knowledge of subject matter	92	94	88	90	89	89	91	92	92

	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Services - Patenting/licensing/grants	86	89	83	80	100	86	94	79	88
Patenting/licensing/grants/agreement service - Technology is innovative	85	92	83	76	100	86	94	67	89
Patenting/licensing/grants/agreement service - Ease of scheduling event	82	84	83	81	100	72	94	78	83
Patenting/licensing/grants/agreement service - Clarity of information	86	86	73	74	100	78	93	70	83
Patenting/licensing/grants/agreement service - Usefulness of service	87	93	81	83	100	89	97	85	89
Patenting/licensing/grants/agreement service - Knowledge of subject matter	89	93	95	83	100	91	96	89	94
Services - Presentations by personnel at meetings	88	90	84	86	94	84	87	84	87
Presentations by personnel at meetings - Technology is innovative	85	86	80	84	90	82	84	82	84
Presentations by personnel at meetings - Ease of scheduling event	83	85	81	86	93	75	84	81	87
Presentations by personnel at meetings - Clarity of information	89	90	83	85	94	84	88	83	84
Presentations by personnel at meetings - Usefulness of service	88	90	83	85	94	83	86	83	86
Presentations by personnel at meetings - Knowledge of subject matter	93	94	90	92	96	90	91	91	91
Services - Workshops/training sessions	87	91	83	89	80	86	90	81	87
Workshops/training sessions - Technology is innovative	81	89	79	90	80	83	86	74	84
Workshops/training sessions - Ease of scheduling event	88	84	80	78	80	83	88	72	85
Workshops/training sessions - Clarity of information	88	92	85	89	80	85	91	83	87
Workshops/training sessions - Usefulness of service	85	92	84	90	80	87	88	83	87
Workshops/training sessions - Knowledge of subject matter	91	96	86	94	80	91	94	89	90
Services - On-site demonstrations	95	94	87	65	96	85	89	86	85
On-site demonstrations - Technology is innovative	89	93	83	62	96	83	85	89	87
On-site demonstrations - Ease of scheduling event	96	89	79	71	93	80	87	83	77
On-site demonstrations - Clarity of information	96	95	86	64	96	86	87	83	83
On-site demonstrations - Usefulness of service	96	94	89	60	96	86	90	81	85
On-site demonstrations - Knowledge of subject matter	96	96	94	67	96	90	93	92	90
Services - Consultations with personnel	93	92	85	87	91	86	90	90	92
Consultations via phone, e-mail, or in person - Technology is innovative	88	89	79	83	94	83	86	88	90
Consultations via phone, e-mail, or in person - Ease of scheduling event	93	89	82	84	88	80	85	86	90
Consultations via phone, e-mail, or in person - Clarity of information	93	93	85	87	98	85	91	88	91
Consultations via phone, e-mail, or in person - Usefulness of service	93	94	86	89	94	86	90	90	92
Consultations via phone, e-mail, or in person - Knowledge of subject matter	95	95	89	91	99	90	93	93	94
Services - Other	94	89	91	91	49	88	88	97	84
Other - Technology is innovative	75	89	92	100	44	89	78	96	74
Other - Ease of scheduling event	94	89	86	78	50	91	89	100	81
Other - Clarity of information	97	89	92	89	50	87	89	96	87
Other - Usefulness of service	97	87	89	89	50	87	89	100	81
Other - Knowledge of subject matter	100	93	94	100	50	89	93	100	89

	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Method of Access	88	88	86	80	94	86	90	85	87
Request hard copies of publications and other information	83	86	82	72	90	83	87	88	82
Download publications and other information from the web	91	90	87	82	96	87	91	86	89
Obtain news reports and newsletters	85	88	87	76	94	86	90	85	87
Accessibility	82	84	77	75	89	82	86	79	83
Ease of finding information	78	79	73	68	88	79	83	76	79
Organization of material	82	84	78	76	88	82	87	79	84
Design and presentation of material	84	86	80	78	90	84	88	82	85
Accessibility - Request hard copies of publications/information	84	84	80	70	88	82	86	88	83
Hard copies of publications/information - Ease of finding information	79	80	77	61	84	78	82	88	79
Hard copies of publications/information - Organization of material	85	87	82	74	88	82	86	85	84
Hard copies of publications/information - Design and presentation of material	85	88	81	73	90	86	88	91	84
Accessibility - Download publications/information from web	83	83	77	75	86	82	87	78	83
Download publications/information from web - Ease of finding information	79	79	72	68	86	78	83	71	79
Download publications/information from web - Organization of material	83	83	78	77	85	82	87	79	84
Download publications/information from web - Design and presentation of material	86	86	79	79	88	85	89	83	86
Accessibility - Obtain news reports and newsletters	78	85	80	75	87	80	86	79	84
Obtain news reports and newsletters - Ease of finding information	76	82	79	74	87	78	83	77	81
Obtain news reports and newsletters - Organization of material	79	86	80	75	87	81	87	80	85
Obtain news reports and newsletters - Design and presentation of material	80	87	81	76	87	81	87	81	86
Communication	77	80	71	68	82	72	79	73	77
Informing you about the availability of new product and service offerings	73	77	69	62	82	74	78	73	75
Providing schedules for conferences and workshops	73	75	63	64	78	62	75	68	75
Products and services being clearly identified as coming from Forest Service R&D	83	86	78	78	87	76	85	73	81
Relevance and Quality	79	82	72	74	83	73	77	78	81
Provides innovative new technology for product development	77	80	70	73	81	73	74	79	79
Addresses problems, issues or needs that you currently face	82	86	78	78	86	75	80	80	82
Provides detailed and actionable solutions	81	81	72	70	83	73	75	74	81
Provides solutions that are workable with your resources	78	81	72	71	81	72	77	73	80
Helps anticipate emerging problems, issues or needs you might face	78	82	71	76	83	72	76	80	82
Staff	90	93	88	86	88	87	90	90	94
Courteousness	93	94	91	92	90	90	93	93	95
Timeliness in responding	88	90	81	77	85	82	85	86	90
Knowledge	91	94	90	89	90	89	93	92	96
Provided desired information	90	93	86	85	87	86	89	89	92

	FPL	NRS	PNW	PSW	IITF	RMRS	SRS	WO	Other
Sample Size	58	196	89	50	14	160	102	43	77
Website	70	76	68	69	83	74	76	72	78
Overall look and feel of the site	71	77	68	70	84	74	76	71	76
Website navigation	66	73	64	69	81	72	74	69	76
Content and information presented on the website	76	80	75	71	86	79	81	76	83
Search function on the website	67	74	64	70	84	71	76	70	76
Ease of or ability to find information	68	73	65	65	81	71	74	69	75
Customer Satisfaction Index	76	79	71	68	81	71	74	74	80
Satisfaction with Forest Service R&D products/services	82	85	78	74	84	77	80	80	85
Forest Service R&D products/services compared to expectations	74	76	69	66	82	68	72	73	77
Forest Service R&D products/services compared to the ideal	71	75	66	63	75	67	69	68	76
Difference Products and Services Make	77	84	77	77	82	75	78	79	80
Difference the products and services provided by FS R and D make	77	84	77	77	82	75	78	79	80
Willingness to Recommend	93	94	91	87	90	88	89	88	90
Willingness to recommend Forest Service R&D products/services to colleagues	93	94	91	87	90	88	89	88	90
Likelihood to use Products and Services in Future	91	95	94	91	90	90	93	89	92
Likelihood of using Forest Service R&D products/services in the future	91	95	94	91	90	90	93	89	92

Scores by Strategic Program Area (SPA)

	Wildland Fire	Invasive Species	Outdoor Recreation	Water, Air and Soil	Wildlife and Fish	Inventory and Monitoring	Resource Management and Use	Other
Sample Size	91	77	26	55	75	147	255	63
Products	80	84	80	89	86	84	85	86
Innovative	77	80	82	84	84	79	81	82
Useful	82	86	80	90	88	85	85	86
Accurate	82	86	80	91	89	87	88	88
Up-to-date	79	83	79	89	87	82	86	82
Easy to understand	79	85	79	87	86	82	85	86
Scientifically sound	83	87	81	92	89	87	88	89
Authoritative	80	86	78	92	85	86	87	87
Unbiased	78	83	79	90	86	85	86	86
Comprehensive	80	84	79	89	85	84	85	82
Services	83	87	84	91	88	86	88	88
Technology is innovative	81	83	81	88	86	82	85	84
Ease of scheduling event	79	83	83	89	83	81	86	87
Clarity of information	83	88	82	91	87	86	88	89
Usefulness of service	82	88	84	91	88	87	88	88
Knowledge of subject matter	87	93	88	93	92	90	92	93
Services - Patenting/licensing/grants	81	79	56	96	90	87	90	96
Patenting/licensing/grants/agreement service - Technology is innovative	83	75	--	100	100	85	89	100
Patenting/licensing/grants/agreement service - Ease of scheduling event	78	67	--	89	81	80	89	96
Patenting/licensing/grants/agreement service - Clarity of information	78	72	44	89	75	85	87	96
Patenting/licensing/grants/agreement service - Usefulness of service	78	86	67	100	94	90	92	96
Patenting/licensing/grants/agreement service - Knowledge of subject matter	86	86	--	100	97	90	94	100
Services - Presentations by personnel at meetings	81	88	82	91	88	86	88	90
Presentations by personnel at meetings - Technology is innovative	80	86	79	89	87	82	85	84
Presentations by personnel at meetings - Ease of scheduling event	76	80	86	90	83	82	85	86
Presentations by personnel at meetings - Clarity of information	80	88	77	91	87	86	87	90
Presentations by personnel at meetings - Usefulness of service	78	88	80	92	88	87	87	89
Presentations by personnel at meetings - Knowledge of subject matter	87	94	87	93	94	91	92	96

	Wildland Fire	Invasive Species	Outdoor Recreation	Water, Air and Soil	Wildlife and Fish	Inventory and Monitoring	Resource Management and Use	Other
Sample Size	91	77	26	55	75	147	255	63
Services - Workshops/training sessions	84	86	86	91	90	88	89	83
Workshops/training sessions - Technology is innovative	83	81	79	89	90	85	85	79
Workshops/training sessions - Ease of scheduling event	80	77	83	90	85	82	86	78
Workshops/training sessions - Clarity of information	85	87	86	92	90	88	89	83
Workshops/training sessions - Usefulness of service	84	85	89	91	90	88	89	84
Workshops/training sessions - Knowledge of subject matter	87	94	92	93	94	93	92	88
Services - On-site demonstrations	82	91	69	100	81	88	91	81
On-site demonstrations - Technology is innovative	82	94	67	100	79	87	89	78
On-site demonstrations - Ease of scheduling event	79	74	85	100	73	82	89	78
On-site demonstrations - Clarity of information	81	93	67	100	83	87	91	82
On-site demonstrations - Usefulness of service	82	94	63	100	79	87	91	80
On-site demonstrations - Knowledge of subject matter	87	95	67	100	89	93	95	82
Services - Consultations with personnel	89	88	85	92	88	88	90	92
Consultations via phone, e-mail, or in person - Technology is innovative	87	84	85	89	86	84	87	86
Consultations via phone, e-mail, or in person - Ease of scheduling event	84	85	83	90	82	82	88	91
Consultations via phone, e-mail, or in person - Clarity of information	90	89	85	93	88	88	90	92
Consultations via phone, e-mail, or in person - Usefulness of service	90	89	86	92	89	90	91	92
Consultations via phone, e-mail, or in person - Knowledge of subject matter	92	93	87	94	93	92	93	95
Services - Other	82	83	100	96	98	89	81	86
Other - Technology is innovative	100	69	100	91	93	86	80	78
Other - Ease of scheduling event	78	86	100	100	100	85	78	85
Other - Clarity of information	83	86	100	98	100	88	81	88
Other - Usefulness of service	78	86	100	96	100	90	77	86
Other - Knowledge of subject matter	89	86	100	98	100	93	87	90
Method of Access	84	87	82	87	88	87	87	90
Request hard copies of publications and other information	76	79	74	81	81	89	88	85
Download publications and other information from the web	86	89	83	89	90	88	89	92
Obtain news reports and newsletters	86	90	78	89	89	86	86	88
Accessibility	78	80	80	85	84	81	83	84
Ease of finding information	74	74	75	81	80	77	80	81
Organization of material	79	81	81	85	85	81	83	86
Design and presentation of material	80	83	82	87	87	84	86	86

	Wildland Fire	Invasive Species	Outdoor Recreation	Water, Air and Soil	Wildlife and Fish	Inventory and Monitoring	Resource Management and Use	Other
Sample Size	91	77	26	55	75	147	255	63
Accessibility - Request hard copies of publications/information	80	77	78	80	81	83	87	84
Hard copies of publications/information - Ease of finding information	74	73	69	73	76	78	84	80
Hard copies of publications/information - Organization of material	81	80	81	82	81	84	87	87
Hard copies of publications/information - Design and presentation of material	82	82	81	84	84	87	88	85
Accessibility - Download publications/information from web	78	78	80	85	84	81	83	84
Download publications/information from web - Ease of finding information	74	72	75	82	80	77	79	79
Download publications/information from web - Organization of material	79	79	80	85	85	82	83	86
Download publications/information from web - Design and presentation of material	81	83	84	88	86	84	86	85
Accessibility - Obtain news reports and newsletters	80	82	74	86	86	81	82	85
Obtain news reports and newsletters - Ease of finding information	77	79	72	83	85	78	80	84
Obtain news reports and newsletters - Organization of material	81	84	75	88	87	82	82	85
Obtain news reports and newsletters - Design and presentation of material	82	84	74	88	87	83	83	87
Communication	73	73	72	78	74	75	78	75
Informing you about the availability of new product and service offerings	72	68	73	79	73	74	76	71
Providing schedules for conferences and workshops	66	70	65	70	66	71	72	69
Products and services being clearly identified as coming from Forest Service R&D	78	80	78	82	79	81	83	83
Relevance and Quality	71	78	71	82	80	77	79	76
Provides innovative new technology for product development	71	77	75	79	77	73	79	74
Addresses problems, issues or needs that you currently face	74	82	73	84	83	81	82	81
Provides detailed and actionable solutions	71	77	72	81	78	74	79	73
Provides solutions that are workable with your resources	70	76	73	82	79	74	79	72
Helps anticipate emerging problems, issues or needs you might face	70	75	69	84	81	77	79	78
Staff	88	89	82	91	91	90	91	92
Courteousness	91	92	85	92	93	93	93	94
Timeliness in responding	82	84	78	89	85	84	87	89
Knowledge	89	91	83	93	93	92	93	93
Provided desired information	87	89	80	91	90	89	89	91

	Wildland Fire	Invasive Species	Outdoor Recreation	Water, Air and Soil	Wildlife and Fish	Inventory and Monitoring	Resource Management and Use	Other
Sample Size	91	77	26	55	75	147	255	63
Website	71	72	79	74	76	74	74	72
Overall look and feel of the site	73	74	81	76	76	74	74	69
Website navigation	69	71	77	72	73	71	71	70
Content and information presented on the website	76	77	79	77	82	81	79	78
Search function on the website	69	72	78	71	75	72	72	69
Ease of or ability to find information	68	70	79	72	74	72	71	69
Customer Satisfaction Index	69	73	71	78	77	75	76	75
Satisfaction with Forest Service R&D products/services	77	80	75	84	83	81	82	81
Forest Service R&D products/services compared to expectations	66	71	70	76	75	72	73	73
Forest Service R&D products/services compared to the ideal	64	68	68	73	72	71	72	70
Difference Products and Services Make	75	80	73	86	81	80	78	78
Difference the products and services provided by FS R and D make	75	80	73	86	81	80	78	78
Willingness to Recommend	88	91	81	92	92	90	92	91
Willingness to recommend Forest Service R&D products/services to colleagues	88	91	81	92	92	90	92	91
Likelihood to use Products and Services in Future	88	92	86	93	94	94	93	90
Likelihood of using Forest Service R&D products/services in the future	88	92	86	93	94	94	93	90

Scores by Organization Work For

	Federal Agency	State or Local Government Agency	Tribal Government	College/University Education	K-12 Education	Business/Commercial	Non-Profit Agency/Organization	Other
Sample Size	356	154	5	190	10	63	125	63
Products	83	86	77	85	93	86	83	83
Innovative	80	83	71	77	88	79	80	80
Useful	84	86	76	86	92	84	83	84
Accurate	86	88	81	87	96	88	86	84
Up-to-date	83	84	77	83	94	85	83	84
Easy to understand	82	85	76	85	90	85	82	84
Scientifically sound	86	89	79	88	96	90	86	85
Authoritative	83	87	81	85	95	89	84	84
Unbiased	83	86	78	86	90	87	82	82
Comprehensive	83	85	80	84	95	86	81	83
Products - Published scientific articles	84	86	79	85	90	85	85	84
Published scientific articles - Innovative	81	81	72	78	85	79	80	79
Published scientific articles - Useful	84	86	78	87	81	82	85	86
Published scientific articles - Accurate	87	90	86	90	96	88	88	85
Published scientific articles - Up-to-date	85	86	75	83	93	85	84	85
Published scientific articles - Easy to understand	80	82	75	85	78	85	82	84
Published scientific articles - Scientifically sound	88	91	86	89	96	91	89	87
Published scientific articles - Authoritative	86	89	81	85	100	88	86	86
Published scientific articles - Unbiased	85	85	81	86	89	87	85	82
Published scientific articles - Comprehensive	84	85	78	83	93	87	84	82
Products - News reports or newsletters	83	86	75	85	91	87	85	83
News reports or newsletters - Innovative	80	82	75	77	89	79	81	79
News reports or newsletters - Useful	83	85	71	85	89	86	85	82
News reports or newsletters - Accurate	85	89	81	86	89	90	88	84
News reports or newsletters - Up-to-date	85	87	76	87	94	88	87	84
News reports or newsletters - Easy to understand	85	89	78	89	94	91	86	88
News reports or newsletters - Scientifically sound	86	89	71	86	94	90	88	83
News reports or newsletters - Authoritative	81	86	75	84	89	89	85	83
News reports or newsletters - Unbiased	83	85	73	85	83	87	84	79
News reports or newsletters - Comprehensive	81	82	78	82	89	84	81	81
Products - Patents	89	--	--	100	--	--	--	--
Patents - Innovative	89	--	--	100	--	--	--	--
Patents - Useful	89	--	--	100	--	--	--	--
Patents - Accurate	89	--	--	100	--	--	--	--
Patents - Up-to-date	89	--	--	100	--	--	--	--
Patents - Easy to understand	89	--	--	100	--	--	--	--
Patents - Scientifically sound	89	--	--	100	--	--	--	--
Patents - Authoritative	89	--	--	100	--	--	--	--
Patents - Unbiased	89	--	--	--	--	--	--	--
Patents - Comprehensive	89	--	--	100	--	--	--	--

	Federal Agency	State or Local Government Agency	Tribal Government	College/University Education	K-12 Education	Business/Commercial	Non-Profit Agency/Organization	Other
Sample Size	356	154	5	190	10	63	125	63
Products - Unpatented new technologies	86	88	--	82	--	83	85	92
Unpatented new technologies - Innovative	89	90	--	71	--	87	85	94
Unpatented new technologies - Useful	88	88	--	82	--	87	82	94
Unpatented new technologies - Accurate	84	89	--	86	--	76	88	93
Unpatented new technologies - Up-to-date	86	87	--	78	--	80	88	93
Unpatented new technologies - Easy to understand	83	87	--	79	--	74	73	93
Unpatented new technologies - Scientifically sound	88	93	--	86	--	87	88	91
Unpatented new technologies - Authoritative	83	90	--	84	--	85	91	93
Unpatented new technologies - Unbiased	84	85	--	90	--	82	86	85
Unpatented new technologies - Comprehensive	83	88	--	79	--	83	83	91
Products - Technical articles or reports	84	86	77	85	93	86	83	87
Technical articles or reports - Innovative	81	85	67	78	89	80	80	84
Technical articles or reports - Useful	85	87	74	87	89	85	84	88
Technical articles or reports - Accurate	86	89	78	88	100	88	86	88
Technical articles or reports - Up-to-date	83	84	74	85	89	85	83	86
Technical articles or reports - Easy to understand	81	85	74	87	89	85	82	85
Technical articles or reports - Scientifically sound	86	89	89	88	100	90	87	88
Technical articles or reports - Authoritative	84	88	83	85	--	90	85	89
Technical articles or reports - Unbiased	83	86	81	86	89	88	83	85
Technical articles or reports - Comprehensive	84	85	78	84	--	86	82	87
Products - Education materials	86	87	84	85	93	89	83	89
Education materials - Innovative	84	83	78	79	89	81	77	85
Education materials - Useful	87	87	89	85	94	88	83	89
Education materials - Accurate	89	88	89	86	96	88	85	88
Education materials - Up-to-date	84	83	78	82	90	88	81	87
Education materials - Easy to understand	87	90	83	88	92	92	86	91
Education materials - Scientifically sound	89	90	83	88	96	93	85	88
Education materials - Authoritative	85	88	83	85	96	92	83	88
Education materials - Unbiased	86	86	83	86	92	88	82	87
Education materials - Comprehensive	84	84	83	84	95	90	81	86
Products - Syntheses reports	85	88	80	85	96	87	81	82
Syntheses reports - Innovative	79	83	61	79	100	81	77	81
Syntheses reports - Useful	86	89	89	86	100	86	83	83
Syntheses reports - Accurate	87	89	78	85	100	92	83	83
Syntheses reports - Up-to-date	85	84	78	82	89	88	79	84
Syntheses reports - Easy to understand	83	88	83	84	89	85	81	84
Syntheses reports - Scientifically sound	87	91	83	87	100	91	85	82
Syntheses reports - Authoritative	85	89	83	86	--	91	83	84
Syntheses reports - Unbiased	84	90	72	85	89	91	81	80
Syntheses reports - Comprehensive	85	88	89	85	100	91	81	80

	Federal Agency	State or Local Government Agency	Tribal Government	College/University Education	K-12 Education	Business/Commercial	Non-Profit Agency/Organization	Other
Sample Size	356	154	5	190	10	63	125	63
Products - Decision support tools	82	85	62	79	84	82	79	84
Decision support tools - Innovative	83	85	56	77	--	77	82	81
Decision support tools - Useful	84	86	72	81	100	85	82	87
Decision support tools - Accurate	82	83	56	81	--	85	81	85
Decision support tools - Up-to-date	82	82	61	78	89	82	79	82
Decision support tools - Easy to understand	78	80	56	75	67	74	76	79
Decision support tools - Scientifically sound	84	85	61	80	78	85	79	91
Decision support tools - Authoritative	82	88	67	77	--	89	79	86
Decision support tools - Unbiased	83	86	72	81	--	91	77	89
Decision support tools - Comprehensive	82	86	56	79	--	82	77	86
Products - Other	88	88	--	90	100	89	93	56
Other - Innovative	83	90	--	84	100	83	88	42
Other - Useful	93	94	--	96	100	89	91	56
Other - Accurate	91	83	--	93	100	98	96	56
Other - Up-to-date	87	83	--	85	100	93	95	56
Other - Easy to understand	88	83	--	77	100	87	89	53
Other - Scientifically sound	89	89	--	93	--	94	95	56
Other - Authoritative	87	85	--	97	--	89	96	60
Other - Unbiased	83	93	--	93	--	98	95	58
Other - Comprehensive	84	91	--	93	100	98	90	60
Services	87	88	79	85	95	88	84	86
Technology is innovative	84	86	69	81	83	82	81	83
Ease of scheduling event	83	83	75	82	95	89	82	84
Clarity of information	86	88	79	87	100	88	84	87
Usefulness of service	87	87	82	86	98	87	85	87
Knowledge of subject matter	91	92	88	89	98	93	89	91
Services - Patenting/licensing/grants	73	84	--	86	--	--	89	64
Patenting/licensing/grants/agreement service - Technology is innovative	71	83	--	90	--	--	90	56
Patenting/licensing/grants/agreement service - Ease of scheduling event	71	86	--	82	--	--	88	39
Patenting/licensing/grants/agreement service - Clarity of information	69	82	--	81	--	--	86	89
Patenting/licensing/grants/agreement service - Usefulness of service	78	85	--	88	--	--	90	67
Patenting/licensing/grants/agreement service - Knowledge of subject matter	78	89	--	93	--	--	94	83
Services - Presentations by personnel at meetings	86	88	76	86	100	87	86	87
Presentations by personnel at meetings - Technology is innovative	84	87	70	82	100	81	81	87
Presentations by personnel at meetings - Ease of scheduling event	81	85	67	83	100	88	83	83
Presentations by personnel at meetings - Clarity of information	85	88	72	87	100	86	85	87
Presentations by personnel at meetings - Usefulness of service	85	87	72	87	100	85	87	85
Presentations by personnel at meetings - Knowledge of subject matter	92	92	86	90	100	92	91	92

	Federal Agency	State or Local Government Agency	Tribal Government	College/University Education	K-12 Education	Business/Commercial	Non-Profit Agency/Organization	Other
Sample Size	356	154	5	190	10	63	125	63
Services - Workshops/training sessions	85	88	77	89	100	88	86	74
Workshops/training sessions - Technology is innovative	83	85	67	86	100	84	83	69
Workshops/training sessions - Ease of scheduling event	80	81	70	88	100	89	85	65
Workshops/training sessions - Clarity of information	85	88	81	90	100	88	85	74
Workshops/training sessions - Usefulness of service	86	87	78	89	100	88	86	74
Workshops/training sessions - Knowledge of subject matter	90	94	85	90	100	92	90	81
Services - On-site demonstrations	89	93	--	87	98	89	74	81
On-site demonstrations - Technology is innovative	89	91	--	83	100	89	76	81
On-site demonstrations - Ease of scheduling event	83	89	--	88	89	86	71	67
On-site demonstrations - Clarity of information	88	93	--	88	100	87	72	82
On-site demonstrations - Usefulness of service	89	92	--	87	100	89	72	85
On-site demonstrations - Knowledge of subject matter	93	96	--	91	100	94	74	86
Services - Consultations with personnel	89	90	84	88	99	93	88	94
Consultations via phone, e-mail, or in person - Technology is innovative	86	88	67	84	100	88	83	89
Consultations via phone, e-mail, or in person - Ease of scheduling event	85	86	81	84	96	93	85	93
Consultations via phone, e-mail, or in person - Clarity of information	89	91	80	88	100	93	88	94
Consultations via phone, e-mail, or in person - Usefulness of service	90	91	89	89	100	93	89	94
Consultations via phone, e-mail, or in person - Knowledge of subject matter	93	93	89	91	100	95	91	97
Services - Other	92	89	--	87	91	84	77	82
Other - Technology is innovative	94	84	--	83	67	81	71	73
Other - Ease of scheduling event	92	86	--	84	93	81	72	79
Other - Clarity of information	92	89	--	85	100	81	80	83
Other - Usefulness of service	91	89	--	85	96	81	73	83
Other - Knowledge of subject matter	94	95	--	90	94	93	92	84
Method of Access	86	86	83	87	95	87	85	88
Request hard copies of publications and other information	84	85	72	83	96	88	79	82
Download publications and other information from the web	88	87	89	88	94	88	87	90
Obtain news reports and newsletters	85	86	81	86	96	85	86	90
Accessibility	81	82	73	81	94	81	80	84
Ease of finding information	77	77	70	76	92	77	76	80
Organization of material	81	82	73	81	94	81	81	86
Design and presentation of material	83	85	76	84	94	84	83	86

	Federal Agency	State or Local Government Agency	Tribal Government	College/University Education	K-12 Education	Business/Commercial	Non-Profit Agency/Organization	Other
Sample Size	356	154	5	190	10	63	125	63
Accessibility - Request hard copies of publications/information	81	84	71	82	96	86	81	84
Hard copies of publications/information - Ease of finding information	77	81	61	75	96	83	77	79
Hard copies of publications/information - Organization of material	81	85	72	83	96	86	83	89
Hard copies of publications/information - Design and presentation of material	84	85	78	85	96	88	82	88
Accessibility - Download publications/information from web	81	81	72	81	92	81	80	85
Download publications/information from web - Ease of finding information	77	76	67	76	89	75	76	80
Download publications/information from web - Organization of material	81	82	69	82	93	82	81	85
Download publications/information from web - Design and presentation of material	84	84	78	84	93	86	83	87
Accessibility - Obtain news reports and newsletters	81	83	70	81	94	80	81	83
Obtain news reports and newsletters - Ease of finding information	79	80	67	78	93	78	80	81
Obtain news reports and newsletters - Organization of material	82	83	69	82	93	80	82	84
Obtain news reports and newsletters - Design and presentation of material	83	86	72	83	96	81	83	85
Communication	72	77	68	76	85	78	74	80
Informing you about the availability of new product and service offerings	72	75	61	74	83	76	71	76
Providing schedules for conferences and workshops	66	73	60	70	85	68	70	74
Products and services being clearly identified as coming from Forest Service R&D	76	83	86	83	86	85	78	86
Relevance and Quality	76	77	71	77	90	74	76	77
Provides innovative new technology for product development	77	78	61	73	82	72	72	77
Addresses problems, issues or needs that you currently face	78	80	78	81	90	77	80	80
Provides detailed and actionable solutions	75	77	64	76	90	75	76	75
Provides solutions that are workable with your resources	75	75	73	77	91	76	74	74
Helps anticipate emerging problems, issues or needs you might face	76	77	78	77	91	74	76	78
Staff	90	90	88	89	96	94	89	90
Courteousness	92	92	93	93	96	95	91	93
Timeliness in responding	85	86	84	84	93	93	83	86
Knowledge	92	93	89	91	96	94	91	90
Provided desired information	89	90	82	89	96	92	87	88

	Federal Agency	State or Local Government Agency	Tribal Government	College/University Education	K-12 Education	Business/Commercial	Non-Profit Agency/Organization	Other
Sample Size	356	154	5	190	10	63	125	63
Website	73	74	66	72	84	75	74	80
Overall look and feel of the site	74	73	62	72	83	76	73	80
Website navigation	72	70	62	69	83	74	71	77
Content and information presented on the website	77	80	67	78	86	78	80	84
Search function on the website	71	73	73	70	83	74	72	80
Ease of or ability to find information	71	72	67	68	83	72	70	78
Customer Satisfaction Index	73	75	65	75	91	75	73	75
Satisfaction with Forest Service R&D products/services	78	81	73	82	93	81	78	80
Forest Service R&D products/services compared to expectations	70	72	60	71	90	74	71	73
Forest Service R&D products/services compared to the ideal	69	72	60	70	89	68	69	72
Difference Products and Services Make	77	77	72	78	89	69	77	76
Difference the products and services provided by FS R and D make	77	77	72	78	89	69	77	76
Willingness to Recommend	89	91	76	90	96	91	88	91
Willingness to recommend Forest Service R&D products/services to colleagues	89	91	76	90	96	91	88	91
Likelihood to use Products and Services in Future	90	94	87	93	94	92	90	92
Likelihood of using Forest Service R&D products/services in the future	90	94	87	93	94	92	90	92

Scores by Position

	Researcher	Educator	Executive	Manager/Director	Technical/Professional	Small Business Owner and enthusiast	Other
Sample Size	125	111	57	227	364	21	61
Products	85	84	82	83	85	87	85
Innovative	79	77	77	80	82	83	81
Useful	86	86	82	83	85	87	86
Accurate	87	86	85	85	87	88	88
Up-to-date	84	83	82	82	85	87	85
Easy to understand	85	85	82	81	83	85	85
Scientifically sound	88	87	87	86	88	90	88
Authoritative	85	85	84	84	85	89	87
Unbiased	85	83	81	84	85	88	86
Comprehensive	84	83	81	82	84	87	86
Products - Published scientific articles	86	84	84	85	85	86	86
Published scientific articles - Innovative	79	76	75	81	81	82	79
Published scientific articles - Useful	87	87	83	83	85	86	85
Published scientific articles - Accurate	89	88	86	89	88	88	91
Published scientific articles - Up-to-date	85	83	82	84	86	86	87
Published scientific articles - Easy to understand	85	83	86	80	81	83	84
Published scientific articles - Scientifically sound	90	88	89	89	89	89	91
Published scientific articles - Authoritative	87	85	87	87	86	88	87
Published scientific articles - Unbiased	85	82	84	86	85	88	88
Published scientific articles - Comprehensive	84	82	84	84	84	85	86
Products - News reports or newsletters	83	84	85	85	84	94	83
News reports or newsletters - Innovative	78	78	78	80	81	86	79
News reports or newsletters - Useful	83	85	87	83	84	92	84
News reports or newsletters - Accurate	84	86	89	88	86	95	85
News reports or newsletters - Up-to-date	83	86	86	85	87	93	87
News reports or newsletters - Easy to understand	87	89	87	88	87	96	86
News reports or newsletters - Scientifically sound	83	85	89	88	87	97	85
News reports or newsletters - Authoritative	82	84	84	84	83	96	85
News reports or newsletters - Unbiased	81	83	81	85	84	98	83
News reports or newsletters - Comprehensive	79	80	80	82	82	93	83
Products - Patents	--	--	--	100	89	--	--
Patents - Innovative	--	--	--	100	89	--	--
Patents - Useful	--	--	--	100	89	--	--
Patents - Accurate	--	--	--	100	89	--	--
Patents - Up-to-date	--	--	--	100	89	--	--
Patents - Easy to understand	--	--	--	100	89	--	--
Patents - Scientifically sound	--	--	--	100	89	--	--
Patents - Authoritative	--	--	--	100	89	--	--
Patents - Unbiased	--	--	--	--	89	--	--
Patents - Comprehensive	--	--	--	100	89	--	--

	Researcher	Educator	Executive	Manager/Director	Technical/Professional	Small Business Owner and enthusiast	Other
Products - Unpatented new technologies	80	91	84	88	86	85	83
Unpatented new technologies - Innovative	78	70	84	88	90	83	83
Unpatented new technologies - Useful	84	89	84	87	89	83	83
Unpatented new technologies - Accurate	86	93	84	88	85	83	83
Unpatented new technologies - Up-to-date	76	93	80	86	87	83	86
Unpatented new technologies - Easy to understand	74	96	81	82	83	72	78
Unpatented new technologies - Scientifically sound	84	96	100	91	88	89	83
Unpatented new technologies - Authoritative	78	96	89	90	85	89	83
Unpatented new technologies - Unbiased	82	96	80	86	85	89	81
Unpatented new technologies - Comprehensive	76	89	84	89	82	89	83
Products - Technical articles or reports	86	84	81	83	85	90	86
Technical articles or reports - Innovative	80	78	77	81	83	89	81
Technical articles or reports - Useful	87	85	82	84	86	90	88
Technical articles or reports - Accurate	88	86	82	86	88	91	90
Technical articles or reports - Up-to-date	86	83	79	81	85	90	88
Technical articles or reports - Easy to understand	86	85	81	80	83	90	85
Technical articles or reports - Scientifically sound	88	87	87	86	88	92	90
Technical articles or reports - Authoritative	86	85	84	85	86	93	87
Technical articles or reports - Unbiased	85	83	79	84	85	91	87
Technical articles or reports - Comprehensive	86	82	78	82	85	90	87
Products - Education materials	83	85	83	87	86	88	88
Education materials - Innovative	77	80	74	82	84	85	84
Education materials - Useful	87	86	82	87	87	88	88
Education materials - Accurate	84	86	85	90	88	87	93
Education materials - Up-to-date	80	83	83	84	83	85	86
Education materials - Easy to understand	87	88	84	89	89	91	88
Education materials - Scientifically sound	85	87	88	90	88	88	92
Education materials - Authoritative	83	87	85	87	85	90	91
Education materials - Unbiased	81	85	80	88	86	88	88
Education materials - Comprehensive	80	84	78	85	85	87	87
Products - Syntheses reports	86	84	87	83	84	95	85
Syntheses reports - Innovative	80	79	86	77	80	91	82
Syntheses reports - Useful	87	84	89	85	85	96	88
Syntheses reports - Accurate	86	84	89	85	86	96	88
Syntheses reports - Up-to-date	86	79	83	81	84	93	85
Syntheses reports - Easy to understand	87	83	92	80	84	87	83
Syntheses reports - Scientifically sound	88	88	90	86	86	98	87
Syntheses reports - Authoritative	88	85	86	85	84	98	85
Syntheses reports - Unbiased	85	83	89	85	84	98	83
Syntheses reports - Comprehensive	86	85	86	84	85	98	84

	Researcher	Educator	Executive	Manager/Director	Technical/Professional	Small Business Owner and enthusiast	Other
Products - Decision support tools	86	73	82	81	83	88	78
Decision support tools - Innovative	83	73	86	80	84	86	76
Decision support tools - Useful	88	76	88	82	84	92	80
Decision support tools - Accurate	86	74	84	81	82	89	79
Decision support tools - Up-to-date	83	74	74	80	82	91	81
Decision support tools - Easy to understand	82	74	76	75	79	81	72
Decision support tools - Scientifically sound	88	69	83	83	84	90	81
Decision support tools - Authoritative	86	73	82	83	83	90	81
Decision support tools - Unbiased	89	71	78	83	84	93	75
Decision support tools - Comprehensive	87	71	82	80	84	87	80
Products - Other	92	94	95	88	87	14	68
Other - Innovative	78	94	89	85	85	11	59
Other - Useful	96	98	97	90	92	11	69
Other - Accurate	95	93	97	87	92	11	69
Other - Up-to-date	89	91	97	86	86	11	69
Other - Easy to understand	76	85	92	86	86	67	69
Other - Scientifically sound	95	91	97	89	91	11	69
Other - Authoritative	97	100	97	86	87	11	69
Other - Unbiased	96	93	97	89	86	0	69
Other - Comprehensive	95	93	92	89	85	11	59
Services	87	85	84	84	88	89	87
Technology is innovative	83	79	82	82	86	85	83
Ease of scheduling event	86	81	79	80	86	91	83
Clarity of information	88	86	84	85	88	90	87
Usefulness of service	89	85	85	85	88	89	88
Knowledge of subject matter	91	89	89	90	92	92	90
Services - Patenting/licensing/grants	84	68	91	87	78	--	89
Patenting/licensing/grants/agreement service - Technology is innovative	93	74	91	85	73	--	89
Patenting/licensing/grants/agreement service - Ease of scheduling event	85	56	92	81	79	--	85
Patenting/licensing/grants/agreement service - Clarity of information	75	63	87	84	77	--	85
Patenting/licensing/grants/agreement service - Usefulness of service	85	70	91	88	80	--	93
Patenting/licensing/grants/agreement service - Knowledge of subject matter	95	74	98	91	82	--	93
Services - Presentations by personnel at meetings	88	85	87	85	88	84	85
Presentations by personnel at meetings - Technology is innovative	83	81	82	82	86	79	80
Presentations by personnel at meetings - Ease of scheduling event	88	82	83	79	85	86	79
Presentations by personnel at meetings - Clarity of information	88	84	85	84	87	85	85
Presentations by personnel at meetings - Usefulness of service	89	85	89	84	87	82	85
Presentations by personnel at meetings - Knowledge of subject matter	92	89	91	90	93	90	91

	Researcher	Educator	Executive	Manager/Director	Technical/Professional	Small Business Owner and enthusiast	Other
Services - Workshops/training sessions	92	84	86	87	87	83	75
Workshops/training sessions - Technology is innovative	89	83	85	83	84	78	68
Workshops/training sessions - Ease of scheduling event	91	81	85	78	83	89	72
Workshops/training sessions - Clarity of information	93	86	83	87	87	83	76
Workshops/training sessions - Usefulness of service	92	85	88	86	87	83	76
Workshops/training sessions - Knowledge of subject matter	93	87	90	92	91	85	78
Services - On-site demonstrations	96	77	93	87	92	66	71
On-site demonstrations - Technology is innovative	94	72	93	86	91	67	72
On-site demonstrations - Ease of scheduling event	94	81	93	77	89	63	59
On-site demonstrations - Clarity of information	96	77	93	87	91	63	74
On-site demonstrations - Usefulness of service	98	73	93	87	92	67	74
On-site demonstrations - Knowledge of subject matter	98	81	93	92	95	70	70
Services - Consultations with personnel	89	87	86	89	91	94	90
Consultations via phone, e-mail, or in person - Technology is innovative	85	81	85	86	88	91	84
Consultations via phone, e-mail, or in person - Ease of scheduling event	87	83	79	84	88	94	89
Consultations via phone, e-mail, or in person - Clarity of information	90	88	86	89	90	94	90
Consultations via phone, e-mail, or in person - Usefulness of service	90	89	86	90	91	94	91
Consultations via phone, e-mail, or in person - Knowledge of subject matter	92	91	90	93	94	95	94
Services - Other	91	88	--	78	91	92	85
Other - Technology is innovative	82	78	--	74	90	89	79
Other - Ease of scheduling event	93	92	--	70	90	89	80
Other - Clarity of information	94	89	--	77	90	94	86
Other - Usefulness of service	91	88	--	77	89	89	86
Other - Knowledge of subject matter	94	92	--	88	95	94	83
Method of Access	90	84	84	84	87	88	88
Request hard copies of publications and other information	88	83	75	81	85	94	79
Download publications and other information from the web	91	84	87	86	89	90	89
Obtain news reports and newsletters	87	84	83	83	88	89	90
Accessibility	83	81	80	79	82	84	85
Ease of finding information	80	76	75	74	78	79	82
Organization of material	83	82	80	80	82	83	86
Design and presentation of material	85	84	84	82	84	88	87
Accessibility - Request hard copies of publications/information	83	84	80	82	82	88	85
Hard copies of publications/information - Ease of finding information	80	79	74	75	79	86	81
Hard copies of publications/information - Organization of material	87	85	79	83	82	84	87
Hard copies of publications/information - Design and presentation of material	86	86	85	86	83	94	86

	Researcher	Educator	Executive	Manager/Director	Technical/Professional	Small Business Owner and enthusiast	Other
Accessibility - Download publications/information from web	83	82	80	79	81	84	85
Download publications/information from web - Ease of finding information	80	75	74	73	78	78	80
Download publications/information from web - Organization of material	83	83	81	79	82	83	86
Download publications/information from web - Design and presentation of material	85	85	86	82	84	89	87
Accessibility - Obtain news reports and newsletters	82	81	81	80	83	85	86
Obtain news reports and newsletters - Ease of finding information	80	77	79	76	80	83	84
Obtain news reports and newsletters - Organization of material	82	81	82	80	83	85	86
Obtain news reports and newsletters - Design and presentation of material	83	84	83	82	84	88	86
Communication	80	75	77	72	74	81	78
Informing you about the availability of new product and service offerings	78	72	74	69	74	80	77
Providing schedules for conferences and workshops	73	69	72	69	67	73	70
Products and services being clearly identified as coming from Forest Service R&D	85	81	83	77	78	88	83
Relevance and Quality	79	76	75	75	77	83	77
Provides innovative new technology for product development	74	71	72	74	78	73	77
Addresses problems, issues or needs that you currently face	84	79	78	78	78	86	79
Provides detailed and actionable solutions	77	75	73	74	76	81	76
Provides solutions that are workable with your resources	79	75	73	73	76	83	76
Helps anticipate emerging problems, issues or needs you might face	77	77	73	75	77	85	77
Staff	91	90	88	88	91	95	91
Courteousness	93	94	89	90	93	96	92
Timeliness in responding	84	86	85	81	87	95	90
Knowledge	92	91	91	90	93	96	92
Provided desired information	91	89	84	86	91	94	90
Website	73	74	77	71	74	79	79
Overall look and feel of the site	72	73	78	71	74	80	78
Website navigation	70	71	73	68	72	79	76
Content and information presented on the website	79	80	81	76	78	82	85
Search function on the website	70	72	76	68	73	79	78
Ease of or ability to find information	70	70	74	68	73	74	74
Customer Satisfaction Index	77	76	73	72	74	80	76
Satisfaction with Forest Service R&D products/services	83	82	78	77	79	84	82
Forest Service R&D products/services compared to expectations	74	73	71	70	71	80	73
Forest Service R&D products/services compared to the ideal	72	72	67	67	70	77	73

	Researcher	Educator	Executive	Manager/Director	Technical/Professional	Small Business Owner and enthusiast	Other
Difference Products and Services Make	83	76	74	76	76	79	77
Difference the products and services provided by FS R and D make	83	76	74	76	76	79	77
Willingness to Recommend	92	91	89	87	90	92	90
Willingness to recommend Forest Service R&D products/services to colleagues	92	91	89	87	90	92	90
Likelihood to use Products and Services in Future	95	92	91	90	91	92	89
Likelihood of using Forest Service R&D products/services in the future	95	92	91	90	91	92	89

Scores by Contacting Employee

	Directly contacted an employee	Did not directly contact an employee	Significant Difference
Sample Size	789	177	
Products	85	82	↓
Innovative	80	78	↓
Useful	85	82	↓
Accurate	87	84	↓
Up-to-date	84	82	↓
Easy to understand	84	81	↓
Scientifically sound	87	85	↓
Authoritative	86	82	↓
Unbiased	85	81	↓
Comprehensive	84	81	↓
Products - Published scientific articles	86	82	↓
Published scientific articles - Innovative	80	78	
Published scientific articles - Useful	85	83	
Published scientific articles - Accurate	89	86	↓
Published scientific articles - Up-to-date	85	82	↓
Published scientific articles - Easy to understand	83	78	↓
Published scientific articles - Scientifically sound	89	87	↓
Published scientific articles - Authoritative	87	84	↓
Published scientific articles - Unbiased	86	82	↓
Published scientific articles - Comprehensive	84	82	
Products - News reports or newsletters	85	82	↓
News reports or newsletters - Innovative	80	77	
News reports or newsletters - Useful	85	82	↓
News reports or newsletters - Accurate	87	85	
News reports or newsletters - Up-to-date	86	83	↓
News reports or newsletters - Easy to understand	88	85	↓
News reports or newsletters - Scientifically sound	87	84	
News reports or newsletters - Authoritative	85	81	↓
News reports or newsletters - Unbiased	84	81	
News reports or newsletters - Comprehensive	83	77	↓
Products - Patents	94	--	
Patents - Innovative	94	--	
Patents - Useful	94	--	
Patents - Accurate	94	--	
Patents - Up-to-date	94	--	
Patents - Easy to understand	94	--	
Patents - Scientifically sound	94	--	
Patents - Authoritative	94	--	
Patents - Unbiased	89	--	
Patents - Comprehensive	94	--	

**Arrows indicate a significant difference at 90% confidence level*

	Directly contacted an employee	Did not directly contact an employee	Significant Difference
Sample Size	789	177	
Products - Unpatented new technologies	87	78	
Unpatented new technologies - Innovative	88	78	↓
Unpatented new technologies - Useful	88	79	
Unpatented new technologies - Accurate	87	78	
Unpatented new technologies - Up-to-date	86	76	↓
Unpatented new technologies - Easy to understand	82	78	
Unpatented new technologies - Scientifically sound	90	79	↓
Unpatented new technologies - Authoritative	87	74	↓
Unpatented new technologies - Unbiased	86	76	
Unpatented new technologies - Comprehensive	85	78	
Products - Technical articles or reports	85	83	↓
Technical articles or reports - Innovative	81	81	
Technical articles or reports - Useful	86	84	
Technical articles or reports - Accurate	87	85	
Technical articles or reports - Up-to-date	84	83	
Technical articles or reports - Easy to understand	84	82	
Technical articles or reports - Scientifically sound	88	85	
Technical articles or reports - Authoritative	86	83	↓
Technical articles or reports - Unbiased	85	82	
Technical articles or reports - Comprehensive	84	82	
Products - Education materials	86	84	
Education materials - Innovative	82	81	
Education materials - Useful	87	85	
Education materials - Accurate	88	87	
Education materials - Up-to-date	84	83	
Education materials - Easy to understand	89	87	
Education materials - Scientifically sound	89	87	
Education materials - Authoritative	87	82	↓
Education materials - Unbiased	87	82	↓
Education materials - Comprehensive	85	81	
Products - Syntheses reports	85	79	↓
Syntheses reports - Innovative	80	76	
Syntheses reports - Useful	86	79	↓
Syntheses reports - Accurate	87	82	
Syntheses reports - Up-to-date	84	80	
Syntheses reports - Easy to understand	85	77	↓
Syntheses reports - Scientifically sound	88	81	↓
Syntheses reports - Authoritative	86	81	↓
Syntheses reports - Unbiased	85	81	
Syntheses reports - Comprehensive	86	80	↓

**Arrows indicate a significant difference at 90% confidence level*

	Directly contacted an employee	Did not directly contact an employee	Significant Difference
Sample Size	789	177	
Products - Decision support tools	82	81	
Decision support tools - Innovative	83	78	
Decision support tools - Useful	84	83	
Decision support tools - Accurate	82	80	
Decision support tools - Up-to-date	81	81	
Decision support tools - Easy to understand	77	80	
Decision support tools - Scientifically sound	84	82	
Decision support tools - Authoritative	83	84	
Decision support tools - Unbiased	83	83	
Decision support tools - Comprehensive	82	83	
Products - Other	87	100	
Other - Innovative	82	100	
Other - Useful	90	100	
Other - Accurate	89	100	
Other - Up-to-date	86	100	
Other - Easy to understand	83	100	
Other - Scientifically sound	89	--	
Other - Authoritative	88	--	
Other - Unbiased	88	--	
Other - Comprehensive	87	100	
Services	87	81	↓
Technology is innovative	84	78	↓
Ease of scheduling event	84	77	↓
Clarity of information	87	81	↓
Usefulness of service	87	81	↓
Knowledge of subject matter	91	86	↓
Services - Patenting/licensing/grants	86	69	↓
Patenting/licensing/grants/agreement service - Technology is innovative	87	63	↓
Patenting/licensing/grants/agreement service - Ease of scheduling event	83	68	↓
Patenting/licensing/grants/agreement service - Clarity of information	82	72	
Patenting/licensing/grants/agreement service - Usefulness of service	89	68	↓
Patenting/licensing/grants/agreement service - Knowledge of subject matter	92	74	↓
Services - Presentations by personnel at meetings	87	84	
Presentations by personnel at meetings - Technology is innovative	84	81	
Presentations by personnel at meetings - Ease of scheduling event	83	84	
Presentations by personnel at meetings - Clarity of information	86	83	
Presentations by personnel at meetings - Usefulness of service	86	84	
Presentations by personnel at meetings - Knowledge of subject matter	92	88	

**Arrows indicate a significant difference at 90% confidence level*

	Directly contacted an employee	Did not directly contact an employee	Significant Difference
Sample Size	789	177	
Services - Workshops/training sessions	87	78	↓
Workshops/training sessions - Technology is innovative	84	75	↓
Workshops/training sessions - Ease of scheduling event	83	74	↓
Workshops/training sessions - Clarity of information	88	76	↓
Workshops/training sessions - Usefulness of service	88	77	↓
Workshops/training sessions - Knowledge of subject matter	92	83	↓
Services - On-site demonstrations	88	70	
On-site demonstrations - Technology is innovative	87	69	↓
On-site demonstrations - Ease of scheduling event	84	56	
On-site demonstrations - Clarity of information	88	72	
On-site demonstrations - Usefulness of service	88	72	
On-site demonstrations - Knowledge of subject matter	92	69	
Services - Consultations with personnel	89	88	
Consultations via phone, e-mail, or in person - Technology is innovative	86	85	
Consultations via phone, e-mail, or in person - Ease of scheduling event	86	87	
Consultations via phone, e-mail, or in person - Clarity of information	90	88	
Consultations via phone, e-mail, or in person - Usefulness of service	90	89	
Consultations via phone, e-mail, or in person - Knowledge of subject matter	93	91	
Services - Other	87	87	
Other - Technology is innovative	83	82	
Other - Ease of scheduling event	87	78	
Other - Clarity of information	88	87	
Other - Usefulness of service	87	87	
Other - Knowledge of subject matter	91	94	
Method of Access	87	84	↓
Request hard copies of publications and other information	84	81	
Download publications and other information from the web	88	85	↓
Obtain news reports and newsletters	87	85	
Accessibility	82	79	↓
Ease of finding information	78	73	↓
Organization of material	82	79	↓
Design and presentation of material	84	82	↓

**Arrows indicate a significant difference at 90% confidence level*

	Directly contacted an employee	Did not directly contact an employee	Significant Difference
Sample Size	789	177	
Accessibility - Request hard copies of publications/information	83	81	
Hard copies of publications/information - Ease of finding information	78	77	
Hard copies of publications/information - Organization of material	84	82	
Hard copies of publications/information - Design and presentation of material	85	83	
Accessibility - Download publications/information from web	82	78	↓
Download publications/information from web - Ease of finding information	78	72	↓
Download publications/information from web - Organization of material	82	80	↓
Download publications/information from web - Design and presentation of material	85	82	↓
Accessibility - Obtain news reports and newsletters	82	80	
Obtain news reports and newsletters - Ease of finding information	80	77	
Obtain news reports and newsletters - Organization of material	83	80	
Obtain news reports and newsletters - Design and presentation of material	84	83	
Communication	76	72	↓
Informing you about the availability of new product and service offerings	74	71	
Providing schedules for conferences and workshops	70	67	
Products and services being clearly identified as coming from Forest Service R&D	81	75	↓
Relevance and Quality	77	72	↓
Provides innovative new technology for product development	76	72	↓
Addresses problems, issues or needs that you currently face	81	73	↓
Provides detailed and actionable solutions	76	72	↓
Provides solutions that are workable with your resources	76	71	↓
Helps anticipate emerging problems, issues or needs you might face	77	73	↓
Staff	90	--	
Courteousness	92	--	
Timeliness in responding	85	--	
Knowledge	92	--	
Provided desired information	89	--	

**Arrows indicate a significant difference at 90% confidence level*

	Directly contacted an employee	Did not directly contact an employee	Significant Difference
Sample Size	789	177	
Website	74	74	
Overall look and feel of the site	74	73	
Website navigation	71	71	
Content and information presented on the website	79	79	
Search function on the website	72	74	
Ease of or ability to find information	71	71	
Customer Satisfaction Index	75	71	↓
Satisfaction with Forest Service R&D products/services	81	74	↓
Forest Service R&D products/services compared to expectations	72	68	↓
Forest Service R&D products/services compared to the ideal	70	69	
Difference Products and Services Make	79	68	↓
Difference the products and services provided by FS R and D make	79	68	↓
Willingness to Recommend	91	85	↓
Willingness to recommend Forest Service R&D products/services to colleagues	91	85	↓
Likelihood to use Products and Services in Future	92	87	↓
Likelihood of using Forest Service R&D products/services in the future	92	87	↓

**Arrows indicate a significant difference at 90% confidence level*

Scores by Where Located

	Located in the US	Not located in the US	Significant Difference
	Scores		
Sample Size	880	86	
Products	84	83	
Innovative	80	79	
Useful	85	84	
Accurate	87	85	
Up-to-date	84	83	
Easy to understand	83	82	
Scientifically sound	87	86	
Authoritative	85	83	
Unbiased	84	83	
Comprehensive	84	83	
Products - Published scientific articles	85	87	
Published scientific articles - Innovative	79	83	
Published scientific articles - Useful	85	87	
Published scientific articles - Accurate	88	89	
Published scientific articles - Up-to-date	85	88	↑
Published scientific articles - Easy to understand	82	84	
Published scientific articles - Scientifically sound	89	90	
Published scientific articles - Authoritative	86	87	
Published scientific articles - Unbiased	85	87	
Published scientific articles - Comprehensive	84	87	
Products - News reports or newsletters	85	83	
News reports or newsletters - Innovative	80	79	
News reports or newsletters - Useful	84	84	
News reports or newsletters - Accurate	87	84	
News reports or newsletters - Up-to-date	86	85	
News reports or newsletters - Easy to understand	88	86	
News reports or newsletters - Scientifically sound	87	84	
News reports or newsletters - Authoritative	84	81	
News reports or newsletters - Unbiased	84	81	
News reports or newsletters - Comprehensive	82	81	
Products - Patents	94	--	
Patents - Innovative	94	--	
Patents - Useful	94	--	
Patents - Accurate	94	--	
Patents - Up-to-date	94	--	
Patents - Easy to understand	94	--	
Patents - Scientifically sound	94	--	
Patents - Authoritative	94	--	
Patents - Unbiased	89	--	
Patents - Comprehensive	94	--	
Products - Unpatented new technologies	86	84	
Unpatented new technologies - Innovative	88	81	
Unpatented new technologies - Useful	87	87	
Unpatented new technologies - Accurate	86	87	
Unpatented new technologies - Up-to-date	86	86	
Unpatented new technologies - Easy to understand	81	89	↑
Unpatented new technologies - Scientifically sound	89	90	
Unpatented new technologies - Authoritative	86	86	
Unpatented new technologies - Unbiased	86	78	
Unpatented new technologies - Comprehensive	84	83	
Products - Technical articles or reports	85	85	
Technical articles or reports - Innovative	81	81	
Technical articles or reports - Useful	86	85	
Technical articles or reports - Accurate	87	86	
Technical articles or reports - Up-to-date	84	85	
Technical articles or reports - Easy to understand	83	83	
Technical articles or reports - Scientifically sound	88	87	
Technical articles or reports - Authoritative	86	84	
Technical articles or reports - Unbiased	85	84	
Technical articles or reports - Comprehensive	84	85	

*Arrows indicate a significant difference at 90% confidence level

	Located in the US	Not located in the US	Significant Difference
	Scores		
Sample Size	880	86	
Products - Education materials	86	88	
Education materials - Innovative	81	85	↑
Education materials - Useful	86	90	
Education materials - Accurate	88	88	
Education materials - Up-to-date	83	85	
Education materials - Easy to understand	88	90	
Education materials - Scientifically sound	88	91	
Education materials - Authoritative	86	87	
Education materials - Unbiased	85	89	
Education materials - Comprehensive	84	88	
Products - Syntheses reports	85	86	
Syntheses reports - Innovative	80	81	
Syntheses reports - Useful	86	86	
Syntheses reports - Accurate	86	87	
Syntheses reports - Up-to-date	83	86	
Syntheses reports - Easy to understand	84	85	
Syntheses reports - Scientifically sound	87	89	
Syntheses reports - Authoritative	85	87	
Syntheses reports - Unbiased	85	86	
Syntheses reports - Comprehensive	85	86	
Products - Decision support tools	82	80	
Decision support tools - Innovative	82	80	
Decision support tools - Useful	84	83	
Decision support tools - Accurate	82	79	
Decision support tools - Up-to-date	81	80	
Decision support tools - Easy to understand	78	76	
Decision support tools - Scientifically sound	84	82	
Decision support tools - Authoritative	83	79	
Decision support tools - Unbiased	84	80	
Decision support tools - Comprehensive	83	79	
Products - Other	88	75	
Other - Innovative	83	69	
Other - Useful	91	78	
Other - Accurate	90	78	
Other - Up-to-date	87	69	
Other - Easy to understand	83	78	
Other - Scientifically sound	90	78	
Other - Authoritative	89	78	
Other - Unbiased	89	78	
Other - Comprehensive	89	69	

**Arrows indicate a significant difference at 90% confidence level*

	Located in the US	Not located in the US	Significant Difference
	Scores		
Sample Size	880	86	
Services	86	87	
Technology is innovative	83	82	
Ease of scheduling event	83	83	
Clarity of information	86	88	
Usefulness of service	86	88	
Knowledge of subject matter	91	91	
Services - Patenting/licensing/grants	83	92	
Patenting/licensing/grants/agreement service - Technology is innovative	83	96	↑
Patenting/licensing/grants/agreement service - Ease of scheduling event	81	78	
Patenting/licensing/grants/agreement service - Clarity of information	80	94	↑
Patenting/licensing/grants/agreement service - Usefulness of service	85	94	↑
Patenting/licensing/grants/agreement service - Knowledge of subject matter	89	100	↑
Services - Presentations by personnel at meetings	87	86	
Presentations by personnel at meetings - Technology is innovative	84	83	
Presentations by personnel at meetings - Ease of scheduling event	83	80	
Presentations by personnel at meetings - Clarity of information	86	85	
Presentations by personnel at meetings - Usefulness of service	86	85	
Presentations by personnel at meetings - Knowledge of subject matter	92	91	
Services - Workshops/training sessions	87	79	
Workshops/training sessions - Technology is innovative	84	76	
Workshops/training sessions - Ease of scheduling event	83	68	
Workshops/training sessions - Clarity of information	87	82	
Workshops/training sessions - Usefulness of service	87	81	
Workshops/training sessions - Knowledge of subject matter	91	85	
Services - On-site demonstrations	87	89	
On-site demonstrations - Technology is innovative	86	90	
On-site demonstrations - Ease of scheduling event	84	78	
On-site demonstrations - Clarity of information	87	89	
On-site demonstrations - Usefulness of service	87	91	
On-site demonstrations - Knowledge of subject matter	91	93	

**Arrows indicate a significant difference at 90% confidence level*

	Located in the US	Not located in the US	Significant Difference
	Scores		
Sample Size	880	86	
Services - Consultations with personnel	89	89	
Consultations via phone, e-mail, or in person - Technology is innovative	86	84	
Consultations via phone, e-mail, or in person - Ease of scheduling event	86	88	
Consultations via phone, e-mail, or in person - Clarity of information	89	91	
Consultations via phone, e-mail, or in person - Usefulness of service	90	90	
Consultations via phone, e-mail, or in person - Knowledge of subject matter	93	92	
Services - Other	87	88	
Other - Technology is innovative	84	79	
Other - Ease of scheduling event	85	87	
Other - Clarity of information	88	89	
Other - Usefulness of service	86	90	
Other - Knowledge of subject matter	92	90	
Method of Access	86	89	
Request hard copies of publications and other information	83	86	
Download publications and other information from the web	88	90	
Obtain news reports and newsletters	86	89	
Accessibility	81	82	
Ease of finding information	77	78	
Organization of material	82	83	
Design and presentation of material	84	85	
Accessibility - Request hard copies of publications/information	82	87	↑
Hard copies of publications/information - Ease of finding information	78	82	
Hard copies of publications/information - Organization of material	83	89	↑
Hard copies of publications/information - Design and presentation of material	85	90	↑
Accessibility - Download publications/information from web	81	82	
Download publications/information from web - Ease of finding information	77	77	
Download publications/information from web - Organization of material	82	83	
Download publications/information from web - Design and presentation of material	84	85	
Accessibility - Obtain news reports and newsletters	82	82	
Obtain news reports and newsletters - Ease of finding information	79	78	
Obtain news reports and newsletters - Organization of material	82	83	
Obtain news reports and newsletters - Design and presentation of material	84	83	

**Arrows indicate a significant difference at 90% confidence level*

	Located in the US	Not located in the US	Significant Difference
	Scores		
Sample Size	880	86	
Communication	75	75	
Informing you about the availability of new product and service offerings	73	73	
Providing schedules for conferences and workshops	69	68	
Products and services being clearly identified as coming from Forest Service R&D	80	80	
Relevance and Quality	76	78	
Provides innovative new technology for product development	75	77	
Addresses problems, issues or needs that you currently face	79	80	
Provides detailed and actionable solutions	75	77	
Provides solutions that are workable with your resources	75	77	
Helps anticipate emerging problems, issues or needs you might face	76	78	
Staff	90	89	
Courteousness	92	92	
Timeliness in responding	85	84	
Knowledge	92	92	
Provided desired information	89	88	
Website	73	76	
Overall look and feel of the site	73	77	
Website navigation	71	75	
Content and information presented on the website	79	80	
Search function on the website	72	76	
Ease of or ability to find information	71	74	
Customer Satisfaction Index	74	76	
Satisfaction with Forest Service R&D products/services	79	82	
Forest Service R&D products/services compared to expectations	71	75	
Forest Service R&D products/services compared to the ideal	70	72	
Difference Products and Services Make	77	78	
Difference the products and services provided by FS R and D make	77	78	
Willingness to Recommend	90	88	
Willingness to recommend Forest Service R&D products/services to colleagues	90	88	
Likelihood to use Products and Services in Future	92	89	
Likelihood of using Forest Service R&D products/services in the future	92	89	

Scores by Visited Website

	Visited website	Did not visit website	Significant Difference
	Scores		
Sample Size	743	223	
Products	85	83	↓
Innovative	80	78	
Useful	85	83	
Accurate	87	85	
Up-to-date	84	82	
Easy to understand	84	82	↓
Scientifically sound	87	87	
Authoritative	85	83	
Unbiased	85	82	↓
Comprehensive	84	82	
Products - Published scientific articles	86	83	↓
Published scientific articles - Innovative	80	76	↓
Published scientific articles - Useful	85	82	↓
Published scientific articles - Accurate	88	88	
Published scientific articles - Up-to-date	85	83	
Published scientific articles - Easy to understand	83	79	↓
Published scientific articles - Scientifically sound	89	87	
Published scientific articles - Authoritative	87	84	
Published scientific articles - Unbiased	85	83	
Published scientific articles - Comprehensive	85	81	↓
Products - News reports or newsletters	85	80	↓
News reports or newsletters - Innovative	81	74	↓
News reports or newsletters - Useful	85	79	↓
News reports or newsletters - Accurate	87	83	↓
News reports or newsletters - Up-to-date	87	82	↓
News reports or newsletters - Easy to understand	88	84	↓
News reports or newsletters - Scientifically sound	88	82	↓
News reports or newsletters - Authoritative	85	78	↓
News reports or newsletters - Unbiased	85	78	↓
News reports or newsletters - Comprehensive	83	76	↓
Products - Patents	100	89	
Patents - Innovative	100	89	
Patents - Useful	100	89	
Patents - Accurate	100	89	
Patents - Up-to-date	100	89	
Patents - Easy to understand	100	89	
Patents - Scientifically sound	100	89	
Patents - Authoritative	100	89	
Patents - Unbiased	--	89	
Patents - Comprehensive	100	89	

**Arrows indicate a significant difference at 90% confidence level*

	Visited website	Did not visit website	Significant Difference
	Scores		
Sample Size	743	223	
Products - Unpatented new technologies	87	82	
Unpatented new technologies - Innovative	87	87	
Unpatented new technologies - Useful	88	85	
Unpatented new technologies - Accurate	87	80	↓
Unpatented new technologies - Up-to-date	87	81	
Unpatented new technologies - Easy to understand	83	77	
Unpatented new technologies - Scientifically sound	89	86	
Unpatented new technologies - Authoritative	87	84	
Unpatented new technologies - Unbiased	86	80	
Unpatented new technologies - Comprehensive	85	81	
Products - Technical articles or reports	85	83	↓
Technical articles or reports - Innovative	82	78	↓
Technical articles or reports - Useful	86	83	↓
Technical articles or reports - Accurate	87	86	
Technical articles or reports - Up-to-date	84	82	
Technical articles or reports - Easy to understand	84	82	↓
Technical articles or reports - Scientifically sound	88	87	
Technical articles or reports - Authoritative	86	84	
Technical articles or reports - Unbiased	85	82	
Technical articles or reports - Comprehensive	85	81	↓
Products - Education materials	86	85	
Education materials - Innovative	82	81	
Education materials - Useful	87	84	
Education materials - Accurate	88	87	
Education materials - Up-to-date	83	83	
Education materials - Easy to understand	89	87	
Education materials - Scientifically sound	88	89	
Education materials - Authoritative	86	85	
Education materials - Unbiased	86	83	
Education materials - Comprehensive	84	83	
Products - Syntheses reports	85	81	↓
Syntheses reports - Innovative	81	74	↓
Syntheses reports - Useful	87	81	↓
Syntheses reports - Accurate	87	84	
Syntheses reports - Up-to-date	84	79	↓
Syntheses reports - Easy to understand	85	80	↓
Syntheses reports - Scientifically sound	88	84	
Syntheses reports - Authoritative	86	81	↓
Syntheses reports – Unbiased	86	79	↓
Syntheses reports – Comprehensive	86	80	↓

**Arrows indicate a significant difference at 90% confidence level*

	Visited website	Did not visit website	Significant Difference
	Scores		
Sample Size	743	223	
Products - Decision support tools	82	83	
Decision support tools - Innovative	82	84	
Decision support tools - Useful	83	86	
Decision support tools - Accurate	82	81	
Decision support tools - Up-to-date	81	80	
Decision support tools - Easy to understand	77	78	
Decision support tools - Scientifically sound	83	84	
Decision support tools - Authoritative	82	85	
Decision support tools - Unbiased	83	84	
Decision support tools - Comprehensive	82	85	
Products - Other	88	86	
Other - Innovative	82	82	
Other - Useful	90	91	
Other - Accurate	90	85	
Other - Up-to-date	87	83	
Other - Easy to understand	82	85	
Other - Scientifically sound	90	86	
Other - Authoritative	90	83	
Other - Unbiased	90	84	
Other - Comprehensive	90	82	
Services	87	85	
Technology is innovative	83	82	
Ease of scheduling event	84	80	↓
Clarity of information	87	84	↓
Usefulness of service	87	85	↓
Knowledge of subject matter	91	89	
Services - Patenting/licensing/grants	87	76	↓
Patenting/licensing/grants/agreement service - Technology is innovative	88	72	↓
Patenting/licensing/grants/agreement service - Ease of scheduling event	83	76	
Patenting/licensing/grants/agreement service - Clarity of information	82	76	
Patenting/licensing/grants/agreement service - Usefulness of service	89	77	↓
Patenting/licensing/grants/agreement service - Knowledge of subject matter	92	81	↓
Services - Presentations by personnel at meetings	87	86	
Presentations by personnel at meetings - Technology is innovative	84	83	
Presentations by personnel at meetings - Ease of scheduling event	83	80	
Presentations by personnel at meetings - Clarity of information	86	84	
Presentations by personnel at meetings - Usefulness of service	86	85	
Presentations by personnel at meetings - Knowledge of subject matter	91	92	

**Arrows indicate a significant difference at 90% confidence level*

	Visited website	Did not visit website	Significant Difference
	Scores		
Sample Size	743	223	
Services - Workshops/training sessions	87	84	
Workshops/training sessions - Technology is innovative	84	81	
Workshops/training sessions - Ease of scheduling event	82	80	
Workshops/training sessions - Clarity of information	87	84	
Workshops/training sessions - Usefulness of service	87	84	
Workshops/training sessions - Knowledge of subject matter	91	89	
Services - On-site demonstrations	87	90	
On-site demonstrations - Technology is innovative	86	88	
On-site demonstrations - Ease of scheduling event	82	86	
On-site demonstrations - Clarity of information	86	91	
On-site demonstrations - Usefulness of service	87	90	
On-site demonstrations - Knowledge of subject matter	90	94	
Services - Consultations with personnel	89	89	
Consultations via phone, e-mail, or in person - Technology is innovative	86	86	
Consultations via phone, e-mail, or in person - Ease of scheduling event	86	85	
Consultations via phone, e-mail, or in person - Clarity of information	89	90	
Consultations via phone, e-mail, or in person - Usefulness of service	90	90	
Consultations via phone, e-mail, or in person - Knowledge of subject matter	93	92	
Services - Other	89	82	
Other - Technology is innovative	84	78	
Other - Ease of scheduling event	88	78	
Other - Clarity of information	90	81	
Other - Usefulness of service	88	81	
Other - Knowledge of subject matter	94	82	
Method of Access	87	83	↓
Request hard copies of publications and other information	84	81	
Download publications and other information from the web	88	85	↓
Obtain news reports and newsletters	87	84	
Accessibility	82	79	↓
Ease of finding information	78	75	↓
Organization of material	82	80	↓
Design and presentation of material	84	82	↓

**Arrows indicate a significant difference at 90% confidence level*

	Visited website	Did not visit website	Significant Difference
	Scores		
Sample Size	743	223	
Accessibility - Request hard copies of publications/information	83	80	
Hard copies of publications/information - Ease of finding information	79	75	
Hard copies of publications/information - Organization of material	84	82	
Hard copies of publications/information - Design and presentation of material	85	84	
Accessibility - Download publications/information from web	82	80	
Download publications/information from web - Ease of finding information	77	74	
Download publications/information from web - Organization of material	82	80	
Download publications/information from web - Design and presentation of material	85	83	
Accessibility - Obtain news reports and newsletters	82	79	
Obtain news reports and newsletters - Ease of finding information	80	76	
Obtain news reports and newsletters - Organization of material	83	79	
Obtain news reports and newsletters - Design and presentation of material	84	82	
Communication	76	70	↓
Informing you about the availability of new product and service offerings	75	69	↓
Providing schedules for conferences and workshops	71	64	↓
Products and services being clearly identified as coming from Forest Service R&D	82	74	↓
Relevance and Quality	78	72	↓
Provides innovative new technology for product development	77	70	↓
Addresses problems, issues or needs that you currently face	81	75	↓
Provides detailed and actionable solutions	77	71	↓
Provides solutions that are workable with your resources	77	71	↓
Helps anticipate emerging problems, issues or needs you might face	78	72	↓
Staff	90	90	
Courteousness	93	92	
Timeliness in responding	85	86	
Knowledge	92	91	
Provided desired information	89	88	

**Arrows indicate a significant difference at 90% confidence level*

	Visited website	Did not visit website	Significant Difference
	Scores		
Sample Size	743	223	
Website	74	--	
Overall look and feel of the site	74	--	
Website navigation	71	--	
Content and information presented on the website	79	--	
Search function on the website	72	--	
Ease of or ability to find information	71	--	
Customer Satisfaction Index	75	71	↓
Satisfaction with Forest Service R&D products/services	81	76	↓
Forest Service R&D products/services compared to expectations	72	69	↓
Forest Service R&D products/services compared to the ideal	71	67	↓
Difference Products and Services Make	78	72	↓
Difference the products and services provided by FS R and D make	78	72	↓
Willingness to Recommend	91	85	↓
Willingness to recommend Forest Service R&D products/services to colleagues	91	85	↓
Likelihood to use Products and Services in Future	93	87	↓
Likelihood of using Forest Service R&D products/services in the future	93	87	↓

**Arrows indicate a significant difference at 90% confidence level*

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Appendix D: Verbatim Comments

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

- *Canadian federal agency*
- *Consultant*
- *Consultant*
- *Consultant to 2 nonprofits*
- *Consulting forester*
- *Consulting Forester*
- *Consulting Forester*
- *Environmental Education Company*
- *Extension*
- *Federal grant-funded academic institution project*
- *Firearms*
- *Forest owner*
- *Forestry Consultant*
- *Forestry Consultant*
- *Forestry Consulting*
- *Housing cooperative*
- *Individual*
- *Individual*
- *Individual*
- *Individual landowner*
- *Interested citizen and member of local land trusts*
- *International Organization*
- *Intl. Cooperation agency*
- *Landowner*
- *Listserve*
- *Member of a collaborative*
- *National museum*
- *Personal*
- *Private*
- *Private citizen*
- *Private forest owner*
- *Private Forestland Management*
- *Private research and development very local non-corporate*
- *Private Sector*
- *Private Sector Engineering*
- *Private Woodland Owner*
- *Provincial Government in Canada*
- *Public research*
- *Research Consultant*
- *Retired*
- *Retired*
- *Retired*
- *Retired*
- *Retired*
- *Retired*
- *Retired - Nurseryman and forest landowner*
- *Retired - university*
- *Retired Forest Service*
- *Retired forester research*
- *Retired Forestry Professor*
- *Retired from Quebec MFFP*
- *Retired from university and Forest Service employment*
- *Retired FWC technician*

- *Retired Penn State*
- *Retired University Educator/Researcher*
- *Retired USDA FS*
- *Retired wildlife biologist*
- *Technical Consultant*
- *University Cooperative Studies Unit--applied management*
- *US Senate*
- *USFS RETIREE*
- *Writer/Photographer/Editor*

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

- *Business Operations, WO*
- *Business Ops - Enterprise*
- *District NEPA coordinator*
- *Enterprise program - we're under WO bus ops*
- *Forest Service Nursery*
- *Multiple district zone*
- *Seasonal field personnel*
- *State & Private Forestry Regional Office Staff*

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

- *50/50 research and education*
- *Active member of local land trusts*
- *Biologist and Environmental Protection*
- *Biologist, regulator*
- *Board member*
- *Chairman of the Board*
- *Commissioner*
- *Communications Coordinator*
- *Conservation*
- *Constituent Representative*
- *Consultant-sole proprietor*
- *Coordinator of educational programs*
- *Csc*
- *Curator*
- *Customer Service*
- *Engineering bldg maintenance*
- *Environmental Coordinator*
- *Environmental protection*
- *Environmental volunteer*
- *Executive assistant*
- *Extension*
- *Facilitator*
- *Faculty (education and research)*
- *Field data collection*
- *Field ecologist and policy*
- *Grants Management Specialist*
- *Grants officer*
- *Individual*
- *Keeping Updated for Application on Property and to educate others*
- *Land Use Manager*

- *Legislative Affairs*
- *Master Gardener*
- *NA*
- *NEPA Coordinator*
- *Outreach and off-campus education*
- *Partnership Coordinator*
- *Planning Commissioner*
- *Pleasant home surroundings*
- *Private individual*
- *Private landowner, woodland association director*
- *Professor*
- *Professor, teaching and research*
- *Public Lands Liaison*
- *Public Relations*
- *Recreation/Conservation*
- *Regulatory*
- *Report on new science findings*
- *Researcher and Educator*
- *Retired*
- *Retired*
- *Retired*
- *Retired Forester*
- *Retired FS Researcher*
- *Retired researcher*
- *Science communicator*
- *Science Delivery, tech transfer*
- *Staff Officer*
- *Student*
- *Tech transfer*
- *Watershed Coordinator*

DEMO3.2. Please specify your location.

- *44647*
- *56081*
- *59804*
- *99156*
- *Arcadia, CA*
- *Athens, Ohio*
- *Bangkok, Thailand*
- *Baton Rouge, LA*
- *Bigfork, MT*
- *Blacksburg VA*
- *Boise*
- *Boise, ID*
- *Bradford pa*
- *British Columbia*
- *British Columbia, Canada*
- *Canada*
- *Canada*
- *Canada*
- *Canada*
- *Canada (e.g. Quebec)*

- *Cass Lake, MN*
- *Central America*
- *CHILE*
- *Christchurch, New Zealand*
- *Colorado*
- *Coronado NF*
- *Duluth, MN*
- *Ecuador*
- *Federated States of Micronesia*
- *Fort Collins, CO*
- *France*
- *Germany*
- *Greece*
- *Guatemala*
- *Harrisburg, IL*
- *Idaho*
- *Idaho*
- *IITF- Puerto Rico and US Virgin Islands*
- *Indiana*
- *Italy*
- *Japan*
- *Juneau, AK*
- *Kentucky*
- *Lakeview, OR*
- *London, England*
- *Lowville NY*
- *Madrid (Spain)*
- *Maine*
- *MEXICO*
- *Munich - Germany*
- *New Hampshire*
- *Ontario Canada*
- *Ontario, Canada*
- *Paraná - Brazil*
- *Puerto Rico*
- *Québec city, Québec, Canada*
- *Quebec, Canada*
- *San Juan, Puerto Rico*
- *Sault Ste. Marie, ON, Canada*
- *Seattle, WA*
- *Serbia*
- *Southern Ontario CANADA*
- *Southern Ontario, CANADA*
- *Spain*

- *St. Paul, MN*
- *Sweden*
- *Taiwan*
- *Tallahassee FL*
- *United Kingdom*
- *Urbana, IL*
- *Vallejo, CA 94592*
- *Vancouver, WA*
- *Victoria, British Columbia, Canada*
- *Washington, DC*
- *Western US*

STAFF3. Please indicate which one of the following Forest Service R&D organizational units you use most frequently. (Other)

- *Athens, GA Office*
- *Auburn, AL*
- *Baltimore field station*
- *Baltimore Field Station*
- *Columbia, MO and Saint Paul, MN*
- *Delaware OH Laboratory, NRS*
- *Delaware, Ohio*
- *Department of Forestry Columbia SC*
- *Durham, NH*
- *FireLab & WFDSS*
- *Forest & Grassland Research Laboratory, Rapid City, SD*
- *Forest Health Protection SW Region*
- *Forest Health Region 9*
- *Forest Sciences Lab - Juneau, AK*
- *Forestry Sciences Lab in Warren, PA*
- *FSL Juneau AK*
- *Hawaii IPIF*
- *Hilo, Hawaii*
- *Houghton, MI*
- *IPIF*
- *Lab, Corvallis OR*
- *Local National Forest*
- *Local USFS field office*
- *Medicine Bow-Routt National Forest*
- *Michigan*
- *Montana Technology and Development*
- *Morgantown, WV and Parsons, WV Fernow*
- *Moscow, Forest Sciences Lab*
- *MTDC*
- *MTDC*
- *N/A*
- *Nebraska*
- *News Letter*
- *None*
- *None of these, only information*
- *Northeastern Station in Hamden CT*
- *Northern California Bark Beetle USDA Contacts*
- *Northern Research Station (USFS) Morgantown WV*
- *Northern Research Station Columbia, MO*

- *Northern Research Station in Durham, NH*
- *Northern Research Station, Irvine, PA*
- *Northern Research Station, Kane, PA*
- *NRCS - local and national*
- *NYC Urban Field Station*
- *Pacific Islands*
- *Philadelphia*
- *PNW Portland and Juneau Forestry Science Lab, AK*
- *PSW Research Station (Riverside, CA)*
- *PSW Research Station, Riverside, CA*
- *RD*
- *Redwood Science Lab, Arcata, CA*
- *Research office in Irvin, PA*
- *Research Station at Warren, PA*
- *RMRS Fire Lab*
- *RMRS Moscow, ID*
- *Saint Paul, MN*
- *Salt Lake City Utah*
- *San Dimas Research Center (something like that)*
- *Southern Research Station, 320 E Green St, Athens, GA 30602*
- *St. Paul, MN on UM campus*
- *Stationed out of UT (Brett Roper)*
- *Stoneville, MS*
- *Syracuse*
- *Syracuse*
- *Tahoe National Forest*
- *Urban Field station NYC*
- *US Forest Service Northern Research Station, People & Their Environments, and The Strategic Foresight Group*
- *USDA Forest Service Southern Research Station*
- *USDA, NRCS, Hackettstown, NJ*
- *Warren, PA*
- *WFDSS*
- *Wildfire - employees scattered*

STAFF4. Which SPA are you most closely aligned with? (Other)

- *All*
- *All above equally*
- *All things G&A*
- *Anything to do with Urban Forestry*
- *Center for Urban Forest Research*
- *Climate adaptation*
- *Communications*
- *Don't know but encompasses many of these areas*
- *Economic facilitation in this time of fraudulent currency creation and inappropriate jurisdiction*
- *Education resources*
- *Environmental chemistry.*
- *eSafety*
- *Exotic plant pathogens*
- *FIA*
- *Fire lab but primarily in tribal research and outreach*
- *Forest Health*
- *Forest Health Disease/Pest Research to respond to specific disease/pest issues through discovery, diagnosis, host genetic resistance to disease agents.*

- *Forest Health Protection*
- *Forest Health Protection*
- *Forest Inventory and Analysis*
- *Forest Science*
- *FPL*
- *FPL Building and Fire Sciences*
- *FPL Library*
- *FS-WO Ecosystem Mgmt Coordination EMC Fort Collins*
- *Futures Research*
- *Genetics and orchard management*
- *GIS & Esri software support across all R&D staffs*
- *Human Dimensions*
- *I almost selected the Wildland Fire option, but we use resources from across multiple topic areas!!*
- *I do not know how which SPAs may help my partners with their educational knowledge.*
- *Insect & Disease*
- *Legislative Affairs*
- *Lumber strength values*
- *Multiple*
- *My work requires integrating many spa's, which is true for a lot of "specialists" these days*
- *N/A*
- *N/A*
- *National Ecosystem Services Strategy Team*
- *National Tree Seed Lab and Ruat Screening Center, all Southern National Forest*
- *Natural Inquirer Program*
- *Not sure what a SPA is. Indeed, I interact with a few of the above and beyond equally*
- *Public Engagement and Communications*
- *Resource Management and Use*
- *Social Science Research related to Urban Areas*
- *Solid wood and composites research*
- *Sustainable Operations*
- *Urban and Community Forestry*
- *Urban Field Stations*
- *Urban Field Stations*
- *Urban forest*
- *Urban Forestry*
- *Urban Forestry (which connects to many of the above SPA's)*
- *Urban natural resources stewardship*
- *Urban Waters Federal Partnership*
- *We are a natural resource agency so deal with all of the above about equally.*
- *What is SPA?*
- *What is SPA? I have no idea which SPA I use*
- *Wood*
- *Wood and biomass utilization*

USE1.2. How often do you typically use Forest Service R&D products and services?

- *3-4 times a yr., but not necessarily each quarter*
- *All of the above*
- *Almost daily*
- *Almost daily depending upon the project I am working on*
- *Almost weekly*
- *As need for projects*
- *As needed*

- *As needed*
- *As needed*
- *As Needed*
- *As needed*
- *As needed*
- *As needed*
- *As needed*
- *As needed*
- *As needed*
- *As needed*
- *As needed every few years*
- *As needed for specification reviews*
- *As needed however the research is read monthly.*
- *As needed or of value*
- *As the need arises*
- *As they may relate to BOR projects*
- *As they're released/distributed*
- *Continually*
- *Daily*
- *Daily*
- *Daily*
- *Daily - it is the basis for our funding at the municipal level*
- *Daily/Weekly when open to public*
- *Depends on product availability*
- *During Planning Revision*
- *Every day*
- *Extended in the time*
- *From time to time*
- *Infrequently*
- *Infrequently*
- *Infrequently as needed*
- *Intermittently*
- *Irregularly*
- *Less than annually*
- *Less than annually*
- *More often than monthly*
- *No annual basis*
- *Not much since retirement*
- *Not sure*
- *Not sure*
- *Occasionally*
- *On occasion*
- *Once every 2-3 yrs.*
- *Once in awhile*
- *Ongoing IA Agreement for Services*
- *Over a period of 10 years*
- *Periodically*
- *Project is completed*
- *Rarely*
- *Rarely. Usually through staff.*

- *I manage research only*
- *I see out proposal opportunities to work with FS*
- *I teach younger students and the resources don't always apply*
- *I use them when i need them, quality or utility are not the issues*
- *Must follow stte contracts and MBE purchasing. Can't use their products*
- *My interaction has been through a collaborative research*
- *No immediate need*
- *Not aware how to access the products*
- *Not directly relevant to my current tasks*
- *Not needed in performance of my duties. I do like to read the newsletter, though.*
- *Not relevant to my research*
- *Retired*
- *Wasn't aware of them*
- *Work in economic development*
- *Your publications have done the job*

USE1.4. Please indicate which of the following Forest Service R&D PRODUCTS you USED during the past year. (Other)

- *A RMRS scientist works with our 5-year collaboration on restoring aspen on a mountain*
- *Active collaboration with research professions to address Forest Health issues of disease and insect pests*
- *Apps created and supported by FireLab*
- *As needed*
- *Biocontrols research and tools*
- *Climate Change Atlas website*
- *Computer Programs (FDS)*
- *Conference room*
- *Conferences, meetings*
- *Custom FIA data reports*
- *Data*
- *Data*
- *Data*
- *Data*
- *Data provided by US Forest Researcher*
- *Database*
- *Database & GIS*
- *Diagnostics of Diseases and Pests and associated issues*
- *Direct contact with FPL staff*
- *Direct knowledge from speaking with a scientist/researcher*
- *FIA*
- *FIA data*
- *FIA Data*
- *FIA data*
- *FIA data (FIADB) and EVALIDator (these are by far my most-used R&D products)*
- *FIA FIDO*
- *Fire Modeling Tools*
- *Forest health information related to global warming*
- *Forest models*
- *Forest Sustainability Project Support and Advice*
- *FPL Wood Collection*
- *GIS*
- *Grant funding*
- *Guidance from FS Personnel*

- *Interact with the research scientists, use the experimental forests*
- *i-Tree*
- *iTree Eco*
- *itree tools*
- *i-Tree Tools*
- *Knowledge*
- *Maps, geospatial products, web maps, story maps, etc.*
- *Meeting proceedings*
- *Methods development in Biological Control of weeds*
- *Online data (FIA)*
- *Personal contacts*
- *Personal Conversations*
- *Phone call Advice on specific issues*
- *Professional advice and opinions of researchers*
- *R&D*
- *R&D Briefing Paper/Overview*
- *Raw FIA inventory data*
- *SILVAH Oak*
- *Social media*
- *Software and User Guides*
- *Spatial data*
- *Staff expertise*
- *Support of Drought Workshop*
- *Survey technology(DMSM)*
- *TAPPI / Agenda 2020 liaison Group*
- *Techlines (research summaries)*
- *Technical advice*
- *Technical advice*
- *Technical assistance from staff*
- *Verbal consultation*
- *Web based data retrievals*
- *Websites*
- *Websites*
- *WFSS*
- *Woodland eradication methods*

USE2.2. Please indicate which of the following Forest Service R&D SERVICES you USED during the past year. (Other)

- *Articles*
- *Attending RCD & FSC meetings*
- *Collaboration on research projects*
- *Collaborative research and funding*
- *Collected data from a research area*
- *Coordination and Implementation (building!) the site.*
- *Electronic newsletters etc.*
- *Experimental forests*
- *FIA Data*
- *FIA database*
- *Forest Service Publications*
- *Forest Service publications*
- *Forest visit in Canada*
- *FPL Library and archive*
- *General Knowledge gained from speaking to R&D folks at meetings*

- *General meetings*
- *I assist R&D with G&A*
- *I attended a PLT workshop*
- *I have collaborated with several forest service researches on pathology projects including sugar maple decline, beech scale resistance, and butternut genetic identification and vegetative propagation these are basic and applied research products that the agency must continue to support, basic research and delivery of applications through applied research and ongoing long term genetic selections and assessments for disease and pest resistance is extremely important for long term survival and management of forest tree species retention and restoration. Developing long term State and Research and Cooperative Forestry programs needs to be aggressively supported for the LONG-TERM development of genetic species products through traditional assembly of seed orchards for assessment and provision of seed to support reforestation and restoration plantings of important species.*
- *Laboratory services*
- *Lesson Plans*
- *Mainly use online articles/ research reports technical information for managing our tree farm*
- *Missoula Lab*
- *News Letter*
- *Newsletter*
- *Newsletter, web resources*
- *Newsletters, spokesman at conference*
- *Not able to get services/support/assistance/etc*
- *Partnering with R&D staff on research*
- *Pest eradication information*
- *Press releases, research opportunity*
- *Publications*
- *Publications*
- *Publications*
- *Publications and on-line information*
- *Published research articles*
- *R&D crews helping do field work*
- *R&D Newsletter*
- *R&D scientists participated in joint R&D + SPF webinars*
- *Read your newsletter*
- *Reports*
- *Research*
- *Research*
- *Research in the FPL archives*
- *Scheduling meetings with management*
- *State sponsored training sessions for Stewardship Foresters*
- *The Northern Research Station research professionals have been extremely helpful and responsive to identifying insect, disease, and edaphic factors associated with characterization of tree health declines and developing host resistance screening and selection to a variety of pest/disease problems with a long-term perspective of program involvement. This in spite of reduced funding and loss of highly experienced research professionals.*
- *Use of Experimental Forest*
- *Use of R&D detailers for International Programs workshops, training sessions and technical support*
- *WEB PAGE*
- *Web tools*
- *Webinars*
- *Webinars*
- *Webinars*
- *Working on new field remote camera and soil temperature station.*

ACC1. How do you access the products and services provided by Forest Service R&D? (Other)

- *Actively participating member of the State Stewardship Committee*
- *Compass Mag*
- *Data*
- *Direct contact with Library*
- *e-mail*
- *e-mail subscription*
- *Find material in the FPL archives*
- *Forwarded via email from peers*
- *I assist R&D with G&A*
- *JFSP Fire Science Consortia*
- *Lab won't even put/keep us on its mailing list although we are a forestry non-profit. Project leader is more interested in playing politics than actually doing forestry.*
- *None of these*
- *Proposals*
- *The forest service bureaucratic upper reaches are making it difficult for FS researchers and State Collaborators to work together due to travel restrictions, loss of research expertise, and administrative leadership weaknesses to support long term problem solving research and implementation of long term program product deliverables particularly in diagnosing and solving Forest Health Issues. Poor leadership and loss of funding is destroying the potential for research to be effective in addressing forest health and forest sustainability issues; we rely on excellent science and technology to promote health ecosystems for the long term! In spite of the problems we continue to carve out successful solutions despite poor leadership and vision at the highest levels. Science is expensive and to be effective there has to be long term funding to solve and implement program solutions. We are not a business...we are a multiple resource agency dealing with ecosystems that are under severe stress or targeted for exploitation and not conservation or preservation well into the future.*
- *Webinars*
- *Webinars*

WEB2. What comments do you have about the website?

- *A fountain of useful information*
- *A little bit clutter*
- *A very good website.*
- *All good if funding continues and the pols don't screw it up.*
- *All older publications need to be scanned and made available.*
- *Among US Government websites it's one of the better ones. For my purposes has been very useful.*
- *An appropriate tool with limited utility*
- *At times i have problems finding what I am looking for*
- *Better search tool?*
- *Can be difficult to find information I am looking for, because the information is often fractured across different sections of the webpage and the search functions aren't very good.*
- *Can sometimes be difficult to use some of the sites - directions for a more novice person are needed*
- *Cluttered, many resources have broken urls*
- *Colorful, informative.*
- *Content of Website reflects a shrinking of scientists in given areas and a general reduction of funding to tackle problems with adequate staff.*
- *Difficult to find any information unless it has been published.*
- *Difficult to parse through the information available.*
- *Dumbed down, marketing outweighed making information available.*
- *Effective.*
- *Emphasize links to data used in research, so it gets re-used in other research and applications.*

- *Enjoy, easy to use and navigate*
- *Excellent work!!!*
- *Excellent*
- *Excellent*
- *Excellent & easy to use.*
- *Excellent informative easy to use*
- *Excellent, very useful, instructive*
- *Finding information is a challenge*
- *Forest plantation managers find it hard to apply research coming from natural stands. Intensive forestry R&D falls into non-USFS institutions. USFS R&D carries politically correct influences at times.*
- *Generally attractive, easy to use.*
- *Generally excellent*
- *Generally the Website is very useful. The problems that I see are the need to have a viable and healthy research and development capability that is dedicated to sustainable delivery of products, i.e. host genetic products and technologies, that can be utilized over the long term for state cooperators and federal managers of ecosystems to implement and promote on-going products (clonal materials for example; or adaptive response support to forest health issues) that are sustainable into the far distant future. Loss of expertise, technician support for long term project data collections, and adaptive research to newly observed problems is, and has been, declining due to cut-backs and poor leadership at the highest levels. Bureaucratic overload is killing the adaptive research and product deliverables of the Forest Service and State Natural Resource Agencies. A solution to a problem has to followed with implementation and sustainable effort. We are falling short on this at both the Federal and State Cooperative Agencies level; good science is an on-going effort and must be adaptive to solving new problems as they arise. The National Laboratory efforts in many areas are being weakened due to poor leadership and poor economic foresight of the legislative vehicles at the Federal and State Levels. We must be better at running our agencies with fiscal restraint and yet be scientifically competent for the long-term!*
- *Generally, one has to know what you are looking for to make use of the site. It doesn't have a top-level introduction to what the deputy area does and has achieved. Then, specifically, urban socio-eco sciences are gaining prominence in scientific need and public attention. Would like to see this topical area elevated.*
- *Good*
- *Good enough, I look more for data, fire situation updates, and pubs*
- *Good Job*
- *Good researchers have presence on the web at large -- few people go to the FS website.*
- *Good work! Thanks*
- *Good/useful*
- *Graphics could be updated.*
- *Grateful that it exists (as a Canadian it is great to be able to understand what the US Forest Service is doing, without having to travel to the USA.*
- *Great info regarding field experiences, not very friendly to non-U.S. users*
- *Great information included on site*
- *Great information resource.*
- *Great resource*
- *Great site*
- *Great site for very useful information!*
- *Hard to find material in some cases, and sometimes link puts you to a point that is too general for what you are specifically looking for.*
- *Hard to find relevant articles if you haven't visited the website before. Students regularly tell me this is a problem. They don't realize that all FS pubs are available through the TreeSearch page.*

- *Hard to find specific information. Your publication search tools are nice, but many (most?) older publications are not there. Please digitize the older stuff too! And join the Biodiversity Heritage Library.*
- *Have used it relatively infrequently. I usually know what I want and tend to go directly to the individual scientists to find it. I don't browse the website.*
- *Helpful ... good resource for silvaculture information, history and general environmental background*
- *I actually think the website is much improved, but it is hard to manage so much content in a fashion that makes it easy to navigate.*
- *I almost always have difficulty using websites because I have difficulty reading stuff on the internet. I am better at reading material in hard copy. So I often print out what I need so I can read it in front of me and not on a computer*
- *I am sure it takes a while to get approval to change websites, so they are a little hard to navigate sometimes.*
- *I can spend hours trying to find important information. I can enter the information I want in "search" every way I can think of and never find it.*
- *I can't find basic info like the phone number of various staff or units let alone research docs unless I already know the GTR #*
- *I find it extremely useful, because I can use it 24/7 and when we need a resource, or to search for something, it's right there, and easy to use. I tried one of the models that a professional had presented in a workshop at a conference last year, and I was surprised that I was able to use the model online, since I'm not a scientist myself. I'm a conservation commissioner. I found the workshop, and the info online, were very interesting and timely info (effect of forest cover on urban environments). I've also used some of the publications online (for construction of trails, etc). Also, I have to commend your office staff in the SOUTHERN DISTRICT for their friendly assistance and competence in sending out publications to us for students. We use our local nature preserve as an 'outdoor classroom' for the regional ag science students to do hands-on work with us, and a woman in the Southern District Office found the booklets for us and had them in my mailbox in a few DAYS! It was a wonderful experience and I truly appreciated her help. I've also just ordered online, and received materials very timely. I like searching online (e.g. for particular forest pest info), and found good info on tamarack pests a few years ago. In summary, your services are RELIABLE, ACCURATE, and INFORMATION IS COMPLETE AND USEFUL. We can take it right out in the field (literally) and make use of the info. USFS is probably one of the best-kept secrets of top notch government service.*
- *I find work in my field that was done 20-30 years ago is still useful. Sometimes hard to find due to lack of digitization of older work. Pulp and paper and fiber, especially.*
- *I had trouble finding research products from a retired employee.*
- *I have issues finding content on SharePoint search features. The National R&D SharePoint doesn't have links (or not obviously located links?) to the field R&D sites. It's hard to successfully find a specific document unless I know the entire name, or the author, or the date it was first published - often all I have is a rough subject.*
- *I have it bookmarked for reference as needed.*
- *I have no concerns about it. It works well.*
- *I have only used it infrequently and found it somewhat confusing to navigate and find what I was looking for*
- *I have used the regional research office websites more. They all seem to work together well.*
- *I like it*
- *I like it and find it very useful.*
- *I may not be using the "correct" keywords in a search, but I always have trouble finding what I am looking for.*
- *I really enjoy and appreciate that I can request hardcopies. I do you use specialized areas of the web to support my work and for teaching.*
- *I sort of preferred the older version of Treesearch, it seemed easier to search new publications from each of the research stations. overall though, I rely on treesearch as a primary database for information, so please keep up the good work in maintaining it*

- *I understand the agency is working on upgrading and updating the website to make it more user friendly and improve search capabilities.*
- *I use it fairly often and find it easily navigable and I get the info I need to support my field work.*
- *I use TreeSearch quite a bit and like this interface*
- *I used to go to Treeseearch to find reports, notes etc. But recently, changes have been made to the website. It is hard to see the most recent publications as it was possible to do it in the past, before the changes were made. I hope to find a way to sort the 2017 publications by publication date. I have not found the way to do it as yet.*
- *I would love to see the Research Stations add historical publications to treeseearch.*
- *I'm generally satisfied with the website.*
- *I'm very satisfied. Thank you.*
- *In general, all Forest Service agency webpages are difficult to use including the new public-facing www.fs.fed.us. The best source I have found for R&D information is the <https://www.fs.usda.gov/treesearch/> page.*
- *In my opinion, the US Forest Service is the leader in meeting the needs of the US forestry industry.*
- *Informative and functional.*
- *Is hard to find things at times and the organization is not intuitive.*
- *Is this level of detail in the survey really needed, necessary or useful?*
- *It can be very difficult to find scientists and relationships between programs/divisions/etc. is very confusing.*
- *It has been a long time since I have been to the website other than following a specific link to a specific product, so I do not have much to say about the site.*
- *It is a valuable resource*
- *It is cluttered with too many words and it's hard to read. The search function is not very sophisticated- why isn't treeseearch featured on the main site? Also, the features on the top of the screen with photos and words are cut off on both sides.*
- *It is cluttered with useful links. I generally like to use the search function to get quicker results.*
- *It is difficult to locate information often - even though I am very familiar with Forest Service Research, having been employed in that capacity in the past. The regional sites (e.g., Southern Station) are much better than the WO site*
- *It is good*
- *It is really busy, hard to figure out what the USFS thinks is the most important. Also hard to find the mission of the USFS and how this research links to non-nerds. Some of the graphics are fuzzy, looks bad.*
- *It is too visually 'busy' on the homepage - it is overwhelming to look at. However, the information available is excellent, thank you.*
- *It is very cluttered and difficult to narrow the search in an intelligible way. There is a huge amount of wonderful content but very difficult to effectively access. I would choose first to search by geographic location to find publications applicable to us in our region. Within that group I would choose to search by topic or other parameters. It would be nice to have directions on how to search so you know what you're doing. There is way too much content on the main webpage-it's overwhelming. Please focus on making the desired content easier to access. All these publications are going to waste by people not being able to find them.*
- *It is very usable but at times difficult to navigate.*
- *It isn't always easy to find the information needed by keyword searching on the site, although a good amount of information is provided online.*
- *It looks a little busy.*
- *It must be better integrated with other FS sites, such as FHP and State and Private.*
- *It needs to be updated, to busy and clunky*
- *It needs to be upgraded to the new platform, and to link to some of the repositories of information we have (for example vibrant cities lab)*
- *It often takes numerous searches to find the right report I'm looking for. There's so much information it can be difficult to sort through. I often use local USFS contacts to send me a link rather than trying to locate it myself. They are always willing to assist.*

- *It provides good summaries, and valuable links to detailed documents*
- *It's difficult to navigate and find information.*
- *It's a little dated and overwhelming with info. A more organized, clean look would help.*
- *It's almost overwhelming at first glance. There's just a lot going on. It takes studying it a little bit in order to figure out where to go next.*
- *It's been some time since I've been on but seems like it was a bit cumbersome to navigate and find things.*
- *It's busy!*
- *It's challenging to provide easy access to the amount of information R&D produces, but I think they do a pretty good job with their website.*
- *Its fine*
- *It's not a very modern, user-centric design and tends to force the user to figure out how the R&D part of the agency is organized in order to fully know how to navigate and its very text heavy so visually off-putting. That's true in general for the Forest Service web properties. It would also benefit from a really good semantic search engine. Another nice feature would be to have the ability to do a geographic search for research (e.g., a geospatial bibliography - show me all the silviculture research for Northern Idaho or show me biodiversity research within 100 miles of this point in West Texas). I would also like to see a searchable inventory of geospatial data and analysis products available as services or downloadable data sets. These are but a few ideas, there are many more.*
- *I've looked at it but I don't use it. I google publications by co-author name. If that fails, I go to Treesearch.*
- *I've yet to encounter a search function on a government website that provided any useful information.*
- *Keep improving it.*
- *Keep it going*
- *Keep it going!*
- *Keep up great job*
- *Keep up the good work*
- *Keep up the good work - Gifford's "spirit" will smile on you!*
- *Keep up the good work. Strive to secure increased funding in support of long-term research.*
- *Keep up the great work.*
- *Keep up your excellent and dedicated service to the forestry community.*
- *Landing page is overwhelming. Could be a lot less intimidating, simpler and more effective, but one you get past that, it is an excellent resource base.*
- *Left column navigation is outdated by current web design standards. Need to simplify categories.*
- *Like all federal agencies I'm sure there are some content management restrictions/formats that have to be followed but generally speaking I find the Forest Service websites to be the most in need of updating, organization, etc. The R&D is one of the better sites within the Forest Service but quite frankly it's a fairly low bar.*
- *Like most FS websites it is hard to find information*
- *Linkage to expertise, scientists, to network with is important and could be better facilitated across the region and between regions when necessary.*
- *List research subjects by topic.*
- *Long time since I've been there and/or don't remember, sorry! Lots of folks do NOT know about it, that much I know! See Courtney & Schneider publication regarding what recreation managers in USDA FS want and use*
- *Looks good, but not a lot of information; not easy to navigate.*
- *Looks like the template of any other FS website.*
- *Looks very old-style & cluttered*
- *Lots of information makes searching a bit difficult at times. But the search engine is good and once I learned how to use the site I find I can find what I need. My university students often need help figuring out the site for restoration project research ... but it's doable. Keep up the*

- *None*
- *None at this time. All Forest Service websites present difficulties with search engines and navigation through their sites*
- *None in particular. Might be good to receive an email alert when new topics/articles come up.*
- *None right now. USFS Research has always struggled to share data on their website, and the searching on the website for expertise is very difficult. It is quite good at helping to find publications.*
- *None, it's constantly changing, so I don't feel qualified to assess it without opening up this morning, which I don't have time to do.*
- *None.*
- *None.*
- *None.*
- *None. Any problems I have finding info or navigating the site are all due to operator error/inexperience.*
- *None. It's been awhile since I have visited.*
- *Not fake news- it's the real deal- we need more of that*
- *Not particularly modern looking*
- *Not too user friendly!*
- *Not very appealing visually. Search function could be better. But appreciate the effort*
- *Often clunky to find what I'm looking for, but I can usually find it eventually or will call a colleague with the FS who can lead me to it*
- *OK but needs a refresh*
- *OK.*
- *Overall very helpful!*
- *Overall, a useful site for scientific forestry information.*
- *Overall, very good website. Sometimes hard to navigate and find articles/ publications I want or need*
- *Peer reviewed research papers needed*
- *Please make it simple...*
- *Please see prior rankings. It is not a typical layout, so gathering information and navigation takes extra time.*
- *Provide more information on climate change and methods for estimating forest carbon balance.*
- *Satisfactory website*
- *Search engine could be more refined to find partial "hits" and related information. Sorry, just spoiled by Google.*
- *Search engine often doesn't recognize what 'm looking for*
- *Search function does not easily filter results to those I am looking for.*
- *Search functions are weak. I have trouble finding the material even when I know it exists somewhere.*
- *Searching gives too many results. Need a better way to filter subject.*
- *Seems like the tools section for specific stations do not embody some of the most recent studies. For example, the Pacific Southwest Station did a science synthesis which is not listed*
- *Seems very busy*

- *Some older publications have not been scanned. It would be better if the station publications were all available online.*
- *Sometimes hard to follow computer logic*
- *Sometimes I cannot find something that I know is there. Also, the backlog of unavailable "older" material needs to be worked on (Scanning & posting, etc.)*
- *Sometimes it is difficult to find a specific article, such as an older GTR. Sometimes a search using subject or a portion of the name of the article or author for older articles (such as INT GTRs) would be helpful.*
- *Sometimes it takes a bit to find things, even when I know they are there somewhere*
- *Thank you for asking. Thank you for all the great resources you produce and make available. Thank you, too, for the super engaged and reliable personnel we interface with all over the country, but esp here in the Pacific Northwest. This is a national treasure. Thank you.*
- *Thank you!!!*
- *The "search" functions on most Forest Service sites (including the R&D) just lacks functionality, even when asking for very specific information. It does not seem to offer very relevant choices. I have better results searching Google and then drilling down to the FS information.*
- *The agency suffers from a lack of networking beyond their organization including engagement on real problems in forest management. Especially in the area of economic issues, the agency is disinclined to get involved.*
- *The FIA web site could use a face-lift but it is functional and the information is the best available.*
- *The Forest Service websites in general appear cluttered and are hard to navigate. I have less experience in the research arm of the site, but spend a fair amount of time on our local forests' sites both personally and professionally. I also visit other forests' sites when preparing to travel. I often find myself lost or buried within the sites, unable to find information I've accessed before or unable to find the information that I'm looking for.*
- *The home page is just too busy. It is very overwhelming on first glance. I have a hard time finding specific items and generally use the search option several times before I find the correct keyword that gets me where I want to go. I've book marked the pages I use often so that I don't have to go through the process every time.*
- *The info part of the page should be larger without the background frame. It cuts some of the article titles off. It's a little boring for such a large agency and the fonts are strange.*
- *The look and feel is busy which makes it harder to find specific information. / Best Forest Service directory for accessing personnel.*
- *The look and functionality are a little out of date*
- *The redesign of the RMRS website is absolutely superb!*
- *The research landing page could use updating. It is a bit clunky. The feel of the treesearch page is much better.*
- *The search function could be more comprehensive. / Thank you for providing the website.*
- *The search function doesn't always bring up all the relevant information -it needs to sometimes anticipate that the searcher may not have the exact right name for something, so needs a bit more responsiveness.*
- *The search function is not located on the home page, so the user has to explore content to find the search function under publications*
- *The website is excellent and easy to use.*
- *The website is fine, but the local Forestry Sciences Lab has been next to useless because the project leader is more interested in playing politics than actually helping forestry-related organizations.*
- *The website is ok, but the content is merely repeats what is already common knowledge. Research without application is meaningless.*
- *There has been an improvement over the last several years*
- *There is a common rule among website developers - that users should only need to click three times to find what they are seeking. I oftentimes click many more than 3 times to navigate RD's website, but it does generally contain what I need. Navigation is sometimes not intuitive though.*

- *There is a LOT of information on the web-site and it is difficult to find what you need and where you should go.*
- *There is way too much text on the homepage. It looks dated and very clunky.*
- *To be honest its design feels out of date, but I don't know if it necessarily needs to be updated and flashy. It depends on whether or not updating it will bring in more users or improve its usefulness (which should be the goal).*
- *Too busy, clunky, old fashioned, few tools for finding information*
- *Too cluttered - simple is better*
- *Too crowded, hard to find what I'm looking for so I don't use it much*
- *Too much information esp. text on the home page*
- *TreeSearch needs to have the ability to search for phrases, not just individual words.*
- *Tremendous amounts of information to digest*
- *Typical government website.*
- *Urban and Community Forestry information has been difficult to find in the past, it seems undervalued when it is so important to communities to access this information*
- *Use it for woodland PEST irradiation methods.*
- *Use research gate a lot*
- *Useful for providing practical information.*
- *Very busy, but may be necessary to include all aspects of its function.*
- *Very complicated to find what I need/want.*
- *Very easy to use*
- *Very helpful site with emerging issues and links to information.*
- *Very uneven in terms of ease of use and timeliness*
- *Very useful! Attractive design.*
- *Very well done*
- *Web design is tough - keep making improvements!*
- *Website has been improving a lot in recent years. One issue is when old websites close down, some currently relevant archived information gets lost or links get broken without getting repaired. This is not going to be easy to fix.... The site is handling a lot of information.*
- *Website is fine. I am not very tech savvy.*
- *Well done, easy to navigate.*
- *When everything is bold and blue, nothing stands out. Consider making the feeds more diverse in appearance or presenting that content in a different way.*
- *With new technologies available- there really is no excuse for the fact that FS websites are not meeting expectations- but that is an Agency issue- not just R&D*
- *Works for me*
- *Would be helpful to "promote" newest publications on homepage for easier access.*
- *Would like to see it updated more frequently*

OPENEND1. Do you have any other suggestions concerning how Forest Service R&D could better serve you?

- *A hot topic for us right now is adapting our work in the context of climate change. It would be great to have a conference on the topic.*
- *Actively use university-related researcher to conduct research. My experience is that Forest Service research funds are retained within the Service and occasionally include outside researcher. This trend has become more prevalent as funding sources decline. University funding will train the next generation of researchers and the FS should help fund this training.*
- *All FS research papers should be immediately available to the public. Publishing in journals that require a subscription or fee to access is unacceptable for publicly funded research.*
- *Allocating resources to integrating the research into current forest practices. We find each District Ranger has different beliefs, which don't necessarily relate to the research or BMP's developed by the research group. Thank you.*

- *Allow your scientists to travel to conferences and to meetings with collaborators.*
- *Almost zero research focuses on impacts of livestock and/or ungulate grazing, e.g., compared to areas not grazed. This is critical in the Intermountain West and Southwest - esp. in light of climate change. For instance, what research has been done on sage grouse in areas not grazed by livestock compared to grazed by livestock? The Forest Service permits grazing on almost all graze-able land and yet has so little on the impacts of grazing, the rate of recovery from not grazing; what recovers and what doesn't recover without livestock grazing, etc.*
- *An ideal organization would spend more energy on directly applicable research, a brilliant focus on interpretation and technical assistance, and real-time consulting services for project planning, implementation and monitoring. It takes time to glean what I need.*
- *An increased budget*
- *Answer the phone*
- *As a silviculture program manager with NFS, I continually interact with my peer researchers in FS R&D. The relationships are great, the people are great, BUT there is no capacity or funding within the research organization to do significant research. Additionally, I see the research being conducted is often not aligned with management priorities on NFS lands. Often, I see NFS research doing basic science on topics that are not as useful to NFS management, instead of applied science focused on management priorities. But in the big picture these concerns are not as important as the simple lack of capacity and funding in NF R&D. Because of this situation, I find myself working more with universities than NFS research. Also, I am disappointed that NFS research has been missing huge opportunities to engage with NFS stakeholder groups and agency personnel to assist with providing science and recommendations for project planning and LMRP revision work. The people in NFS research are great, but it's time for the organization to get back to its basic mission of providing applied science for managing the National Forests. And to come with the funding and capacity necessary to accomplish this mission. If the organization doesn't build capacity soon, it is likely to become irrelevant and the research needs of NFS managers will increasingly be met by universities and NGOs.*
- *As the Forest Service moves back into harvesting around the context of restoration strategies I'd like to see more information coming from Forest Service research on topics that support and offer management guidelines going forward.*
- *Because policy issues are your greatest limitation (see earlier comment) USDA needs to be much more influential in establishing policy. Yes, I know the laws, rules and regulations but you need to educate your top management and they need to educate the policy makers for a minimal start.*
- *Because of our forest types in KS and FIA, we use Northern Research Station services, but there is a disconnect because KS is not in the "NE area". Rocky Mtn Research Station which does include KS really doesn't provide the resources we need because of their focus on conifers, etc. There really is a need for a Great Plains focus/agroforestry/etc.*
- *Being willing to share initial results and information before its gone through the publication process is critical to get info into the hands of managers in a timely fashion. better and more continuous communication through the life of a project with managers that can use it would be good rather than just waiting for a final product.*
- *Believe in the science of climate change.*
- *Better cooperation, support, and assistance is needed from FS R&D to the national forests. There are many instances where the expertise from FS researchers could be utilized in forest management planning, environmental planning, and public outreach. I have rarely seen their involvement in such activities. FS researchers also need additional support (i.e., funding) to address knowledge gaps with current FS management activities and issues. I feel a lack of visibility of FS Researchers and a limited number of products that address issues on the national forest continues to hurt FS R&D. With that being said, I have collaborated with many great FS researchers, but it often takes someone "on the ground" to engage FS researchers on certain issues.*
- *Better response time and communication from scientists. It is frustrating that they don't use out of office messages frequently, and take weeks to responds sometimes.*

- *Better technology transfer and hand-off. / Improved leadership coordination and governance with applications. Seems Research is happy to do publications (need to publish) but when it comes to focusing on the science there is a lot of time spent on user interface, look/feel of the application, training etc. Researchers time would be better spent on the science and research and hand of these other things. I thought the WFMRDA group was supposed to do that. They are 1/3 Research, 1/3 Development, and 1/3 Applications. 2/3 of their effort should be on development and applications...getting the science to users so scientists could do more science. With that said I come back to leadership coordination and governance. This structure needs to be in place so appropriate passing of the baton is done. It is all great to say focus and do more science but if there is no delivery mechanism then it is no surprise that scientists are not doing science but spend more of their time on all of the other things. This survey is fine for the general questions but you need to get at the core of science and improve delivery to pass it off so more science can be done. Case in point - why are there now two FlamMaps? One in IFTDSS and another being managed by science... leadership / governance / coordination needs to address this so once the science is done and passes it off; the scientists go on to improvements and addressing other science questions instead of continuing to support the application.*
- *Build capacity to better understand equity and social justice considerations in FS research and development.*
- *Collaborate more with other DOI fire science and research entities such as Joint Fire Science Program and USGS*
- *Conduct more surveys of practitioners within and outside the National Forest System to help prioritize research effort. Create incentives for R&D staff to focus on priority issues and conduct collaborative research within and outside R&D program staff.*
- *Conduct user-needs surveys of forest managers and fulfill those needs. Fully support FIA and TPO for state and private use. Provide FIA and TPO reports in a timely manner. Recent report delays with such information is unacceptable and reflects very poorly on USFS and FIA and TPO and makes the collection of TPO data by state agencies from private firms very difficult when the info provided several years ago has still not been published.*
- *Contact Forest Silviculturists on forests covered by R & D research once a year to tell them about the latest research.*
- *Continue collaboration with other mission areas to produce products useful to our programs and costumers. Translate science to field recommendations.*
- *Continue to be as responsive as possible to the needs of natural resource managers*
- *Continue to fund the Joint Fire Science Program and the regional fire science exchanges.*
- *Continue to support and facilitate cross-agency research objectives important to understanding the benefits and risks of wildland fire.*
- *Continue to work with the NRCS to improve the WEPP program.*
- *Continue your good work.*
- *Corral as possible research station scientists into task teams of sort to spend bit more of their time answering questions of regional and national interest. Like the concept/model of the Carl Lucero/Luanne Lohr economist strike force or task team or whatever it's called.*
- *Do more research on climate change and make the information available to the public and research community. Also, try to limit the influence of the current administration on you work and publications.*
- *Do not back down on climate change research and reporting!*
- *Do periodic outreach to assess science delivery audiences. I sometimes feel that the agency continues to reach out to its 'legacy' audiences, but does not acknowledge emerging audiences that are attracted to emerging science, such as urban socio-ecological systems work.*
- *Don't forget about the small states as well.*
- *Don't try to change too much too quickly*
- *Dr. Frank McCormick would be an ideal example of a Program Manager to emulate to increase success at R&D.*
- *Encourage a culture where supporting conservation and all species is important, not just supporting popular game species or natural resource extraction.*

- *Ensure that Researchers avoid their personal bias being included in studies or synthesis. Study results need to be accurately quoted in synthesis, instead of cherry picking parts of studies and incorrectly claiming those are the outcome of the study.*
- *Establishing and maintaining long-term research. We need to evaluate long-term forest dynamics spanning multiple generations of research personnel.*
- *Explain IFTDSS better on what it can do for us in the field.*
- *Explore innovative ways to allow its scientists to collaborate with other scientists, especially academia. The USGS has been operating a model of cooperative research since the 1930s in which they locate several scientists in a university department. The mostly focus on research, but also are allowed to mentor graduate students and do a small amount of teaching at the graduate level. This is a great model that works well. The Forest Service would do well to consider adopting such a flexible and productive arrangement for its scientists. The FS would save on office expenses and be able to attract more scientists because a university campus is a much more desirable work location than many of the FS research stations.*
- *Explore opportunities to utilize Natural Research Areas (RNAs) of National Forest System land to better define baseline conditions and NRV perspectives for ecosystems. Very important to keep the science objective and sound based on the best we can do.*
- *Fewer scientists with more of the budget available for projects/field work*
- *Fix the fire borrowing problem. Manage the forest. Get out of the litigation game...soon*
- *Focus on a variety of on the ground natural resources problems and solutions that might be faced by districts trying to manage real local problems. address controversial and complicated problems that actually exist and have encountered problems solving. Eliminate as much bias as possible, especially any introduced by managers, supervisors, and politicians. address problems commonly occurring on the ground and practical solutions, no esoteric, fake stuff. districts need to be able to use research*
- *Focus on applied science and research: focus on research needs of natural resource managers.*
- *Focus on climate resiliency and ecosystem services rather than resource extraction.*
- *Focus on research that is practical for the landowner with costs in mind. Some ideas proposed are great in theory, but they are impractical in cost and will never be implemented on a large scale.*
- *Forest Service R&D (and academia) is CRITICAL for informing management and response to forest health threats. My agency carries out the strategies on the ground, but it all comes from research. Greater capacity for more research is needed to improve our methods to deal with forest health threats and issues.*
- *Forest Service R&D has world-class scientists and my recommendation is to give them more support and resources so they can do their jobs better. I also recommend adding more scientists to build capacity.*
- *Forest Service researchers should continue and expand their work on understanding the impacts of climate change and how to mitigate and/or adapt to climate change. This should include all aspects of ecosystems, including forest growth, the carbon cycle, nutrient cycles, disease, and biodiversity (plants, wildlife, pollinators, microbes, etc.). The work that the Forest Service R&D does in this realm is a great benefit to society--because it bridges the theoretical and the applied--and it would be a real shame if it is lessened in any way.*
- *FS Research doesn't have the capacity or capability to conduct research or develop technologies that would better serve its clients. Research should not have to compete with universities or other entities for 'soft money' to do research. Research needs to create opportunities that encourage bright young students to pursue natural resource research careers. Young people have greater technical skills, new ideas, etc.*
- *Fund the stations adequately so they don't have to chase money but could select projects based on NFS priorities. If I don't have an outside funding source in hand before I talk to them I feel like there is little chance they will work on my projects*
- *Fund them so they can get more done!*
- *Fund travel for researchers to join events, we colleagues, wish them to attend.*
- *FVS modeling environment is outdated, and risk for failure increases as retirement of key individuals increases. There are components of the industrial forest industry and investment*

- community that consider the USFS aged and politically hamstrung for meeting the needs of modern forestry issues.*
- *Genetic resource discovery and assessment for dealing with insect, disease, and site / climate related changes on a long-term basis. Also, developing better diagnostic and survey capabilities is needed. Also, remote sensing and long-term data collection and analysis products remain a priority well into the future. Loss of research specialists in many areas is a problem, similarly technician support is equally required to have new products available to resource managers. Gifford Pinchot would be displeased with where things have gone; Teddy Roosevelt would be furious.... Natural resource conservation, management, and preservation are in a crisis and poor leadership is a factor in this decline!*
 - *Get more local.*
 - *Get out and participate in more science conferences. Share your science.*
 - *Get the budgetary responsibility for fighting forest fires put somewhere else!*
 - *Give workshops in other countries, such as those where USFS-IP currently have incidence.*
 - *Good work. Keep trying to improve forest management models.*
 - *Great work*
 - *Greater coordination with the national forests system and the needs for associated research. I appreciate the close and direct coordination with NRS. / Reduce the size of the R&D Washington office - it is bloated, non-productive and takes away resources that should go to the field. Leadership from the R&D Deputy Chief is poor and impacts the entire organization.*
 - *Greater emphasis on applied science and implementation*
 - *Have more cooperative agreements with Universities!*
 - *Hawaii is generally excluded from much of the training and workshops done by Forest Service R&D (e.g. Community Wildfire Workshops). Hawaii is facing numerous threats to its ecosystems and would benefit from more research support. Hawaii is an excellent test ground location for conducting trials and proving new technology (e.g. Biochar portable air curtain technology to help mitigate spread of Rapid Ohia Death). Please think of our location and needs as you plan and budget your resources. As the extinction capitol of the world, Hawaii needs your support. Mahalo*
 - *Hire more locally. Increase collaboration with local natural resources managers and community conservation practitioners.*
 - *I actively search out FS researchers to address information needs I have and they have always been enthusiastic and quick to address my issues and get me the answers I need for management. I see however, that many in the Research arm are isolated from state forest health managers (travel restrictions) and can be unaware of our information needs. I would like to see more in person interaction of researchers and state forestry specialists so that they may focus on urgent issues that can only be addressed at the regional level (multi state). You have a niche (regional problems) and we need your help!*
 - *I already receive the RD newsletter. I had a chance to attend field visits when researchers involved in silviculture research were almost going to retire (for example Robert M. Frank, William Leak, Terry Strong). They were very interesting and had a lot to say about their own expertise in softwood or northern hardwood silviculture. I am trying to keep in touch with Christel Kern and Laura Kenefic.*
 - *I am very grateful for the service you provide to our nation and the generations to come. Thank you.*
 - *I do not have any other suggestions.*
 - *I don't understand why R&D work is so infrequently linked to issues going on in their respective Region. There should be more connections between R&D and their NF RO partners. Applied research is often lacking, as are links to federal land management from research generated. This gap is critical to consider.*
 - *I enjoy my interactions with USFS staff on fisheries issues.*
 - *I especially like the idea of scanning and placing the older research on the internet.*
 - *I find it is fairly common to be bounced from Forest Service employee to Forest Service employee until you find the one person who is actually able to provide the information or resources needed. Forest Service likes the cc function on email and by the time I receive an*

- answer, the cc line usually has 9-10 Forest Service employees who bounced me to other employees. Everyone is very friendly, but not always efficient.
- I have been very impressed by efforts of PSW Institute of Pacific Island Forestry to include culturally relevant protocols in their research. I have witnessed dramatic improvements in community relations when scientists are culturally sensitive. These biocultural efforts are opening new doors to partner and collaborate on extremely complex ecological problems leading to opportunities for greater sustainability and relevance. IPIF should be acknowledged for these efforts as a national leader in building trust and increasing interest in natural resource careers and research.
 - I have come to expect excellence with FS research, and that is what I consistently receive. I said that I don't always receive solutions on actions I need to take. That is because some of my issues are on the leading edge and are new issues, and it takes time to develop solutions.
 - I have relied upon technical reports for more than 25 years. As a scientist I find it very odd that no transparent scientific peer review process is included, a process for peer reviews is not documented, and no policy on peer review is provided by the Forest Service R&D.
 - I like the idea of making older legacy documents available via the internet.
 - I see very little incentives for FS R&D scientists to work with FS and other partners when meeting specifically designed to foster such relationships have been discontinued. FS R&D scientists are also not allowed/discouraged to attend conferences and meetings to showcase their work and to interact with likely customers of the research. It is counterintuitive since it is often in their performance measures as scientists. The inconsistent messaging is harming the integrity of the organization that they can be counted on to attend and present their research.
 - I think FS Research needs to refocus on applied research. So much effort is spent on researching personal interest basic biological questions. While there are some topnotch FS researchers focusing on applied projects, it seems like the majority study special interest topics that have no bearing to land management. That type of research can be important, but is better suited to an academic setting.
 - I think increasing awareness that R&D is an option available to NFS offices would be a good focus.
 - I think just more open communication about products we have access to, databases and research.
 - I think they need to share their story with the field. If I used R&D products at the field level, and I'm sure I did, I was not aware it was R&D. Advertise themselves more.
 - I think USFS R & D is CRITICAL to the work we do in the US Forest Service and for all Americans to have this critical research
 - I very much enjoy my interactions with NRS Delaware Lab and others!
 - I work for the UN FAO which is an international forestry organization and we value the collaboration with the USFS in many of our workshops and use the technical tools and expertise wherever we can get access to it. It would be great if the importance of the contribution that the USFS makes to improving forest management worldwide is better recognized and support service expanded.
 - I would like more information on urban forestry. Our group's objectives are to reduce overpopulation/over browsing by whitetail deer (archery), removal of invasive plants, restore native plants. and remove trash.
 - I'd like to see more on urban forestry. / I also find anything about managing natural resources with volunteers helpful. Our biggest dilemma right now is how to pay for a management plan for our 1,000-acre nature preserve. It's municipally owned, so we don't qualify for typical USDA funding. We've done natural resource surveys using professionals, for all the components (timber, habitats, birds, deer population, bats, reptiles, amphibians, plants, etc.). But we need to pay a professional to assimilate all that into a workable plan that can be carried out by volunteers, using modest municipal resources. Foundations don't pay for management plants. We are eager to do the work, we are dedicated, we have great natural resources...and no funding for the professional to do the management plan.
 - If they had more resources so that they could do more excellent work and share it with their customers.

- *Important to make research relevant to management and day to day NFS operations - current and anticipated future conditions. Organizational issues - such as professional and psychological barriers to integration, and challenges of working through partnerships are interesting and potentially useful into the future.*
- *Improve the travel budget and ability for researchers to visit state personnel to learn about forest health problems and to conduct research on them, and to travel to make presentations and training sessions.*
- *In a brief overview on home page with link for more detail, identify 2 or 3 major issues and challenges that represent priorities for Forest Service R&D.*
- *In terms of GIS data and products more awareness is needed. I've heard there is a vast amount of both and I can help provide opportunities to share these with the larger GIS user community - if asked. I'd like to be able to help the rest of the FS use R&D data and products.*
- *Include a download for an endnote or other bib software entry where you can download the GTRs. Have a suggestion area on the web page where managers can submit issues for research to consider. Not everybody has a contact in R&D to run an idea by, so giving them access to submit ideas may give a better perspective of common themes in management issues.*
- *Increase emphasis on anticipating the future.*
- *Increase funding and scientists. Don't limit attendance at meetings, that's where networking happens and technical presentations occur. Get funds to units before half the FY is over, fire "borrowing" takes place, and purchasing deadlines loom.*
- *Increase funding for climate change related research.*
- *Increase funding for forest service research*
- *Increase funding.*
- *Increase hiring of programmers who can make geospatial tools/models, make the GUIs and code increasingly accessible to the public, and continue to integrate remote sensing/geospatial researchers with land managers.*
- *Increase or maintain number of scientists in critical areas. Provide funding needed to stimulate collaboration with universities and other groups*
- *Increase research and field interaction via webinar or other means to foster dialogue on current needs, use of current applications, and suggestions for future research related to trends.*
- *Initiate conversations with managers and respond to managers requests. I get a response from about 50% of messages sent to FS researchers, meaning 50% of messages are ignored.*
- *Invest more research dollars in supporting needs in urbanized areas of the country especially in western states as the understanding is these areas are traditionally funded less though there are growing population bases and enormous issues with drought, invasive pest and diseases, etc.*
- *It appears that much of the research is biased and geared towards what the Forest Service already believes. There is an inherent cultural bias. The best available scientific information is not utilized when it comes to imperiled wildlife, the causes of wildfire, and the needs for forestry.*
- *It is doing fine*
- *It is very important to be able to interact with USFS R& D scientists at meetings and events. The current meetings management and travel approval system is broken, frustrating and severely limits stakeholder access to Forest Service scientists*
- *It seems my staff and the specialists are more directly connected with R&D. I'm wondering if there is an avenue that would speak more directly to managers/line officers and that could connect us better?*
- *It was difficult to fill this in, because there are some very useful tools coming out of FS Research, namely RMRS research. The PNW research station; however, does not seem to be as applied and therefore less useful from a field practitioners point of view. I think FS researchers need to do a better job of determining the application needs of FS practitioners and focusing research in those areas. I have yet to hear of a FS researching polling the FS field folks on what needs they have, though I imagine there are a few that do, because some of the RMRS research is very applied and relevant as opposed to theoretical and not relevant to the task at hand for the folks trying to get the job done on the ground.*

- *It's important for the researchers to have some practical exposure so they can be focusing on research that can help forest landowners, Extension forestry personnel and land managers with crucial studies.*
- *Just please keep up the good work!*
- *Keep going*
- *Keep maintaining EVALIDator (even after Pat Miles retires)*
- *Keep supplying information, please*
- *Keep up the excellent work on forest inventory!*
- *Keep up the good work*
- *Keep up the good work and conscientious dedication to science!*
- *Keep up the good work. I rely on your information as a source for my forestry classes.*
- *Keep up the science based research; make sure field staff understand and can apply it.*
- *Lacks leadership, direction and focus*
- *Let people out into the forest more---I feel. closed off much of the time.*
- *Let scientists interact with professional meeting and other research cooperatives.*
- *Love the UF Connections webinar series!*
- *Maintain the ability for FS researchers to attend and present at scientific conferences; avoid excessive restrictions for multiple researchers to travel to conferences- this is a way that FS research can maintain its currency, relevance, and reputation.*
- *Maintain the commitment to long-term data collection.*
- *Make data, not reports, more available so that others can more easily use it for other purposes*
- *Make it more clear how R&D research and products are tied to questions raised by natural resource managers and the mission of the agency.*
- *Make returning calls and responding to emails a priority in the Forest Service. The people I need to work with in the Forest Service are very inaccessible because they don't return calls and emails for weeks or months. When they actually answer their office phone, they apologize for not returning a call or responding to an email message. That takes longer than a response would have taken. So, simple courtesy on the part of FS personnel would make a world of difference in my response to your survey.*
- *Make small seed grant funding available to researchers outside a USFS Exp. Sta. who wish to collaborate with FS researchers. I have an idea for research that would be perfect for a USFS Exp. Sta., but researchers there say there's little to no mechanism anymore to fund research initiated by outsiders. Really?*
- *Make this survey much shorter!!*
- *Make working with practioners on study design a foundational precept of R&D operations.*
- *More breadth of research. Climate change is very important and USFS is doing great research on it, but sometimes it seems like it's the only thing covered anymore. Also would like to see more research that's applicable to private lands. A lot of stuff seems geared toward large-scale public land management issues, or relates to geographic areas that are only going to be on public lands (e.g. high elevation forests). While interesting and important, it's not something I can use to assist the private landowners I work with.*
- *More custom analysis tools - gather info and let others take a greater role in helping us decide what it means.*
- *More direct presence and in person interaction with managers and their staff on the ground would go a long way to helping develop the questions that need to be answered and increase collaboration between the branches as well as communication with our publics.*
- *More direct transfer efforts of research and products to operational firefighters. Help them (wildland firefighters) understand science of fire ecology.*
- *More Fact Sheets and less 200 - 300 page Publications*
- *More funding for timely and important research is needed*
- *More local involvement*
- *More longleaf pine research*
- *More on-the-ground trainings for small forest (<250 ac) managers*

- No.
- No.
- No.
- No.
- *No. Everyone is terrific. So helpful and kind.*
- None
- None at this time
- None at this time
- *Nope - FS Research is an exceptional organization that does very high quality, important science, and does a fantastic job getting the science to and translating it for those who need/want to use it. And, they address management-focused questions with a manager-focused view in a way universities cannot. If anything, they need more resources to conduct more research.*
- Not at this time
- Not at this time.
- Not right now.
- *Offer hard-copies of past publications that are highly sought after.*
- *Offer in-house seminars by scientists to showcase their research to managers and interested public.*
- *Perhaps more articles and presentations on responses of habitats and species to various kinds of ongoing and innovative management actions including timber harvest*
- *Perhaps there could be a little more work with communications people in State and Private to develop more publications targeted at the general public. To a certain extent we do this, but we could always do more, I think.*
- *Periodic summaries of what all you are working on and who is involved would be useful.*
- *Please invest more in Forest Service R&D. They are doing such important work and investment has been steadily declining. We rely HEAVILY on their scientists and products.*
- *Produce information about ecosystem interactions and methods to improve the forest environment as a whole resource. Have some publications available in hard copy, for example, the Invasive plants identification and management booklets.*
- *Promote Natural Inquirer Program as a national conservation ed initiative.*
- *Provide as many email and phone numbers for people who wish to consult. Make clear what the subject area of the expert is so people know who to contact*
- *Provide more budget to the field by reducing staff at Station level.*
- *Provide more services for school children - classroom visits, field trips, and curriculum with up-to-date science and state-of-the-art pedagogy.*
- *Provide public access to data*

- *Provide remote viewing or recorded presentations from in-person meetings and workshops to allow on-demand learning from this great resource.*
- *Provide research, technical assistance and outreach and education to Sawmills and secondary wood manufacturers. Expertise on this subject is dwindling with both state and federal retirements and has not been replaced. Technical assistance from consultants is hard to find for sawmill and secondary wood manufacturers. Sawmills and manufacturers need this kind of expert assistance on-site - in fact, the need is increasing with market perturbations that make it difficult to dispose of mill and manufacturing residues.*
- *Push for the nationalization of the FED, provide interest free funding for local solutions and demonstration. Restructure the NRCS for long term management facilitation by removing the incentives for local mining of forest resources*
- *Put as much focus on creating useful, actionable information as you do on creating data. Forest Service R&D is supremely capable of collecting and curating amazing data as seen in programs like FIA and others but you're also uniquely qualified to turn those data into really engaging and useful information products as we've seen with the recent Forest Atlas and the Annual Reporting work, more of this kind of innovative work across the R&D community will create a much broader community of interest for the R&D organization and the Forest Service as a whole.*
- *Qualtrics*
- *Question the field regarding what types of research is needed. Work with UC Davis and Washington State on disease transmission from domestic sheep to bighorn sheep. Agriculture services is completely biased and not doing an adequate job.*
- *R&D needs a bigger budget. R&D does a great job but our questions and needs for management are too great. As budgets currently stand, scientists need to seek soft funding, and thus their workplans tend to reflect third-party needs (including the military) rather than being better tied to the management/research needs of federal, state and private landowners. The scientists do their very best to find the win-win for valuable, fundable work, but I see a long slow budget slide that must be reversed.*
- *R&D plays a critical role in advancing forestry science and practice in the US, and is greatly needed to address the long-term nature of forest management and help sustain broad array of public values from forests. I would recommend closer coordination with State and Private Forestry to make sure products are meeting current needs of forest managers, and increase awareness of available products.*
- *Reinforce the capacity of FPL. It has been hugely weakened over the last 20 years. We need them to be strong.*
- *Replace forest supervisor and asst forest supervisor in the Lassen NF and Regional Forester in Region 5. I have worked with all three of these people since they first became leaders and I find it impossible and it never improves. Nothing gets accomplished.*
- *Replace retiring scientists so their fine work can be continued. As a forest management agency, we heavily depend on their research to help us find practical management solutions to the many challenges we face in the real world. The rapidly changing world. We NEED them!!! SILVAH is an extremely powerful tool, and we depend on it in our day to day operations for guidance. There is NO replacement for SILVAH. Losing that tool would be devastating to the future of our PA forests.*
- *Research Funding to work with Collaborators needs to be increased, it could be competitive.*
- *Research in this region tends to focus on esoteric ecological questions with little management applicability. Forest Service research should do better to address questions that inform Forest Service management. This region (PNW, especially Juneau FSL) also lacks a wildlife specialist, so there is no wildlife management applicable work being done.*
- *Research needs to be more related to policy and application of policy and science to the needs of resource managers*
- *Research program of work should be developed in collaboration with NFS*
- *Research Stations vary greatly in their outreach and relevance of their research. This survey was more focused on one research station, but actually work with at least 4 because of nature and scope of work.*

- *Researchers need to assume team leader roles as coordinators of team of researcher from public, private and academic sectors.*
- *Researchers need to be more connected to the rest of the agency and agile in their ability to respond to NFS needs and priorities.*
- *Results of timber sales*
- *Science liaison/bridging positions can be very helpful to navigate the relationship between managers and scientists. we have too few folks taking on or being assigned that responsibility. We have great access to information: we don't have the time to digest it all, let alone learn to apply it then share the approach as a new innovation. It's very difficult to implement new approaches when management gets comfortable with old ways that get us by.*
- *Scientist need to stop acting like their academic counterparts in universities and work on issues that managers really need to know about. This cannot happen, however, until the RGEG is revised to incentivize working with managers and funds become more available to work on NFS specific issues. Right now, they are chasing money (and other priorities) anywhere they can get it.*
- *Scientist recruitment program needs improving. New scientists are not delivering the relevant and high-quality science seen across past cohorts of USFS scientists. This is a broad generalization, but seems to have been a general drop in quality and relevance*
- *Shorten the Survey and tell how it will be used.*
- *Society of Recreation Planners, PA Forest Association, Penn State Extension*
- *Some FS R&D folks are more aware of management context than others. It is awful to see papers in peer-reviewed publications that make statements about FS management that are not true - i.e. FS no longer clearcuts; or statements that are not based on any scientific evidence - i.e. do not plant after a fire or understanding of the legal framework that the NFS operates under.*
- *Some of the best science related to natural resources is coming out of the USDA Forest Service Research program. I think second only to the need to continue this great program is the need to bridge/share the info and help with application in the field. I work for another agency, and used to work for the Forest Service - but I still access information and participate locally in workshops/meetings when I can.*
- *Some people at R&D have been outstanding working with external partners. Without them my work would not have been possible. However, other R&D staff are not seriously willing to help. It would help to have a designated authority channelize external relationships and requests. If I need something from R&D, who is responsible to make sure my request is fulfilled?*
- *Some researchers aren't very responsive to email e=inquiries, but overall Forest Service R&D is a solid organization with some great scientists producing plenty of useful information. They are a great resource to me as a teacher, have collaborated well with many of our faculty, and have provided valuable service in other ways, such as serving on graduate student committees.*
- *SRS does a great job overall -- just need to better network with folks in state agencies, so we all know what each other is working on. may be better able to collaborate or add to each other's study work*
- *Staff podcasts of current work and recent publications*
- *Steve Shifely and Jerry VanSambeek have been essential to our project. Their work as part of the US Forestry Service has been outstanding - from the early stages of developing a vision to funding workshops to increase our understanding of the opportunities available to us to writing grants and physically making it come to life! Steve and Jerry are amazing!*
- *Stop doing meaningless research. We all know the federal forests need to be thinned and/or prescribed burned. We already know how to fight fires. What we need are aggressive people to keep fires small, not more meaningless research.*
- *Survey is too long for most field staff. Recommend a more focusing (less broad) approach.*
- *Teach the Designing for Aquatic Organism Passage at Road-Stream Crossings (Stream Simulation) Course in the mid-Atlantic. It was taught a number of years ago in West Virginia but stream restoration specialists and state and county roads people in Maryland, New Jersey, Delaware, and eastern PA could use this course. Thank you!*
- *Thank you and I appreciate what you do.*
- *Thank you!*

- *Thanks for your USFS educational publications...They are Great!!!*
- *Thank-you for the years of research you have done already. I appreciate long term studies.*
- *The ability of researchers to travel and engage with managers is critical to setting priorities and implementing findings. / Science is the backbone of our profession. Research is the backbone of science.*
- *The agency needs to keep a keen focus on balancing the basic and applied research needs of the community and be willing to take risks and deconstruct the age-old model to achieve results and remain relevant now and moving forward.*
- *The connection between the NF system employees (the ones trying to manage the Forests) and R&D could be much improved. More technology transfer liaisons between these two groups would be a great first step to improving this connection.*
- *The do an excellent job with resources available.*
- *The Era of Megafires program presented around the country this year is an excellent example of an innovative method to communicate scientific information to the general public. I encourage more outreach activities like this on critical issues in forest management.*
- *The FIA materials are good. Otherwise, the research topics being addressed over the last several years have not been very relevant for me, as they have gotten away from basic forest management research. Need to move back to more fundamental research, and significantly reduce emphasis on topics like effects of climate change and non-traditional forest products.*
- *The first two questions, especially, exclude an important audience; namely, land use organizations at the municipal or local levels.*
- *The folks at R&D that I deal with are fantastic. Knowledgeable and helpful. The concern I often have is that they may not understand the "quick and dirty" issues associated with land management. Their methods are often not as generalized as we need or as quick to assess.*
- *The Forest Service has a weird rule about cost-sharing. If I get a research grant and Forest Service people are involved, I have to come up with the cost-sharing for the Forest Service personnel. This decreases the amount of money that I get, and it seems quite odd. No other government agency that I work with has such a rule.*
- *The forest service research program should be a "hub" of networking and linkage with State Natural Resource technical expertise and providing funding and technical leadership to solve basic and applied problems through research and to deliver products for long term support.*
- *The FS has been cutting back the budget for Hubbard Brook Experimental Forest, where I have longstanding research collaborations. FS needs to maintain funding at high-profile, long term research sites such as this because many collaborators use the data generated there.*
- *The FS has done excellent work in the past on managing Forests. I think that is still a need.*
- *The Pacific Southwest Research Station should be more actively engaged and collaborating with state agencies on climate change and other natural resource issues.*
- *The research published should be in response to the needs of the National Forest. Research priorities and deliverables should be set by line officers or leadership and not based on publishing in outside journals or chasing grant funding. Performance measures should be reflective of that.*
- *The vast majority of the FS researchers have little value to the agency and many people in the agency don't know who they are. I deal with the same three or four people all the time even though the research capacity is much larger than that. You need to keep people from being paneled at a GS 14 or 15 level that provide little value to NFS.*
- *The Washington office R&D leadership group is very difficult to work with. The Research Stations and FPL are easy to work with. Often the Washington R&D office and leadership appears out of touch with the actual current issues impacting the national stakeholders. It would be helpful if the Washington R&D office was more supportive of the research stations and FPL. This situation encourages me as a leader to find ways to avoid The Washington R&D group which is an inefficient way to have to operate.*
- *The work of the Forest Service R&C is really important. I would only say that the needs are great and more capacity is required.*
- *There is a great opportunity for NFS-S&PF-R&D to collaborate and integrate on key questions and needs with mutual benefit. We need to take the time and have the focus to make it happen.*

- *there is an inherent mistrust of research being biased by the source of funding and of USFS research being all about defending implementation of controversial/contested projects. Collaboratively guided research might buffer against this.*
- *There is little incentive for R&D researchers to meet with NFS and S&PF deputy area employees to identify the key research needs of the agency- this needs to change.*
- *There is not enough funding for the researchers to do what they do best, and very slow response time, suggesting there is not enough staff.*
- *There needs to be closer collaboration between RD and NFS to ensure research addresses contemporary agency needs. Furthermore, researchers need to be flexible in addressing today's most urgent land management needs. Agreements and memorandums of understanding can be signed, but it is follow-through with researchers to implement the highest agency research needs that often lags. Sometimes personal research interests prevail over agency highest priority needs. Or, researchers are not rewarded for conducting more applied research.*
- *They do a good job as it is. I often contact Mike Binkley at the Davies Institute when I have questions.*
- *They need to integrate better with other groups. USFS R&D keeps becoming more focused on themselves and less on collaboration, outreach and actually working with managers. There is an "old school" feel to USFS R&D that scientists should just be handed money and do what they want with it. Collaboration with managers and other researchers outside USFS R&D has been slowly eroding away as they fight for budgets and strain to make their research relevant and important. There are some fantastic researchers in R&D that are becoming more and more focused on making R&D better than collaborating due to the pressures on them from the higher ups.*
- *This is a useless survey. First of all, resource managers know individual researchers but have no idea what SPA they are in. Second these questions ask us to rate a wide range of people with a single number. FS researchers, even within a single station or project, range from absolutely amazing to completely worthless. Researchers in the first group are mostly limited by a severe lack of funding. Researchers in the second group are unlikely to produce anything of value and should be fired. I have participated in numerous exercises to prioritize research but all that happens is that everybody gets less funding including the ones are extremely valuable. Researchers whose work I find to be very worthwhile include Jennifer Koch, Leah Bauer, Louis Iverson, Brad StClair, Dan Dey, Susan Stout, and Jenny Juzwik. Finally, there are some very important topics that FS Research is not funding such as developing resistance to novel pests such as emerald ash borer and hemlock wooly adelgid while work continues on topics that don't seem like they would be important to anybody.*
- *This survey was too long. / Use less jargon - ie SPD on one of the questions - I have no idea what an SPD is. This is a cultural barrier to communication that happens every day with FS scientists and us "outsiders"*
- *Too much reliance on Fri data*
- *Try to provide more State or regional specific understanding, direction and investigation, more listening, less telling, more staff expertise.*
- *Update NVUM reports faster and create synthesis' put more recreation/human dimensions folks in the field and people who actually have degrees in this area; given the increase in outdoor recreation and human-environment interactions this is very important; seems like retired folks are not being replaced and people with peripheral skills as being transitioned into human dimensions or recreation WITHOUT knowledge of it--very sad and, quite frankly inappropriate*
- *Use a broad definition of "forest biology" - get away from the narrow boards & cords mentality centered on commercial exploitation of forest. The forest has enormous value beyond the commodity value of wood. Don't let wood production steer your program.*
- *USFS has been and continues to be underfunded in most of its mission areas. Major funding increases are warranted across the board, in research but also other mission areas.*
- *USFS is an excellent organization that provides tremendous value. It risks becoming irrelevant, however, as in recent years restrictions on travel, attending workshops and conferences, have greatly reduced the networking and exposure of the USFS science staff and its work. Long standing meetings of high value are in jeopardy, as are ad hoc workshops and demonstration*

- meetings, through which SUFS reaches multiple clients in an interactive venue that allows for timely dissemination of results and instant feedback from client groups. Similarly, the trend in recent years of not filling vacant science positions, and of filling management positions with people without science backgrounds, is quickly limiting the capacity of USFS to carry out its work, and to make appropriate decisions on priorities and activities. The risk is the USFS will lose its recognized place of prominence as a world class science organization that is the go-to agency for forest science expertise.*
- *We are not the only ones with the issues listed herein. We have worked with many forest products organizations within 100 miles of this lab. Most are unaware of the software that the Forestry Sciences Lab produces. Those that we provide the software to complain that it requires too much data input, is too hard to use, is not real world, etc. This is so bad that they will pay \$900 for a small commercial app rather than deal with the FS software. / / Some of the underlying reasons for this are that software is being PROGRAMMED by Foresters with little or no formal IT education/experience. Another reason is because the software is being designed by R&D foresters with little real-world forestry experience. Therefore, they produce software as they imagine the world is rather than as it is. The software they write works in the USFS but not outside it. Another reason is that they expect people to seek them out. Lab won't even put/keep us on its mailing list although we are a forestry non-profit. Another reason is that the Project leader is more interested in her personal politics than actually carrying out the USFS mission. / / BTW, I have graduated Magna Cum Laude from the top colleges in the country with degrees in Forestry, Computers, and Business; had 3 successful long-term positions with the Forest Service (until she became Project Leader); and founded a non-profit that provides Forestry Natural Resource Information Systems; have had almost no help/support/assistance from the Lab over the last 20 years (although its only 6 miles away); and can't even get on the Lab's mailing list in spite of many requests. I very much liked the first 5 USFS supervisors that I worked under and got good performance reviews. However, the current one at the Warren Forestry Sciences Lab is one of the worst Forest Service employees I ever met is more interested in promoting her personal politics than the Forest Service mission. My proof? Look at the credits on the SILVAH 5.6 software. It only credits Susan Stout (although the software was originally developed by David Marquis and Rich Ernst, and is based upon the work of 100's of Warren Lab scientists, forest technicians, and support staff over the last 100 years). I have kept my mouth shut for the last 20 years hoping that she would change/improve, but she has apparently gotten worse rather than better.*
 - *We don't have articles, reports or innovative science if Rd is not appropriately funded which includes funding to do research, but also funding so scientists can share research with colleagues and others in person as well as through on-line materials.*
 - *We have ample opportunity to build bridges and collaborations between NFS and R&D, but need financial support from one side or the other to realize these obvious possibilities. I am frustrated by seeing phenomenal expertise in R&D that seems out of reach based on an inability to fund science that can directly guide our management on NFS lands. Where are the funding streams? I'd be glad to develop proposals and compete for these partnerships, but I don't see any effort to secure resources targeting science improvements that relate directly to NFS management.*
 - *We have very few researchers left in Forest Health Protection in the West. Funding needs to be increased to increase research staff. Instead, all we see is staff reduction through attrition and our researchers stretched way too thin. But they do an exceptionally fantastic job of keeping up with our requests (I don't know how they do it). They are dedicated and hardworking, but like I mentioned....stretched way too thin.*
 - *We love all the great information, and really need it. Getting awareness about what info and tools are available is critical since more people should use these great resources. The staff is very knowledgeable, but they are spread thin.*
 - *We love working with our local researchers.*
 - *We need MORE resources for USFS R&D!!! For the love of God, hire scientists!*
 - *While the "silo" intent of Forest Service R&D was initiated for good reason, it has gone too far. FS R&D in the SW seem to pursue their own research interests, with little respect for management questions or management timelines. It can often take years to decades to get research findings published; I've seen very little initiative to run workshops for managers.*

- Instead, a third party (my institution) often run & fund workshops, and invite FS R&D to attend, to help disseminate their own information to their own NFS and stakeholders. Although related to funding, direct leadership is needed to clarify their priorities and acceptable timelines.*
- *With data storage getting cheaper and image resolution getting better. It would be great if we had more high-resolution projects that focused on insect mortality to forested area that we could us on a project level basis. Also, better statistic for air monitoring sites to help document affects a Project or cumulative Forest Projects could have on contributing to Global Warming.*
 - *Work more closely with NFS to identify needs for the NOW and near future*
 - *Would be helpful to find a way for non-Forest Service R&D to share needed research topics with R&D decision-makers in order to collaborate on ways to address emerging issues and have R&D expand relevancy outside of the agency.*
 - *YES more effort on establishment of conifer seedlings; anti-deer browsing, new methods of stopping wildfires before they get going, research on supercritical water processing of wood wastes,*
 - *Yes, / Have offered our property to Southern Research Station several years ago for longleaf containerized wind throw study and property visited twice with data obtained. Cannot get information despite repeated questioning to researchers to release any information on that research. Very disappointing not to be able to have the summary of their research. Thanks.*
 - *Yes. USFS research often focuses on national scale questions, or local scale questions. They only occasionally develop regional scale products and research, but when they do, these (like the PNW imputation) can be wonderfully useful. There needs to be a way to share these USFS innovations between regions, at regional scales, where they are needed for planning!*
 - *You are all doing a great job! One suggestion would be to make emails less wordy with headlines and links more clearly highlighted, as I tend to need to skim them, considering the mountains of email I receive each day.*
 - *You do just fine*
 - *Your survey is excessively detailed and something of a pain. Who needs a 1 - 10 ranking system? How meaningful is the difference between 4 and 5?*
 - *You have amazing people working for the USFS. Then need more support. The programs that inform the public about the importance of trees, and green infrastructure especially in urban areas is going to really pay off in the future, but very few people will know that it was the USFS that did the work. Also, you do not get enough credit for all you do for wildfire. Yes, it is an inter-agency response but ya'll do not get the credit you deserve! I think the USFS needs to increase its branding and let more people know all they do. PS. I LOVE going to USFS sites. THANK YOU!*

CONTRACT INFORMATION

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