

Cooperative State Research, Education, and Extension Service
Customer Satisfaction Survey
Business Officers' Implementation Team (BOIT)
Guiding Principles

- Clear, current policies, guidelines, and instructions disseminated to CSREES Business Officers and applicant community in a timely manner and posted to the “Doing Business with CSREES” website. E-mail notifications provided as appropriate. [Information]

- To the greatest extent possible, Business Officer participation and/or input in the formulation of grant policies, guidelines, and instructions. At a minimum, an opportunity to provide comment on significant regulations and policies. [Participation/stakeholder input]

- Scorecard of BOIT Projects updated on a quarterly basis and posted to the “Doing Business with CSREES’ website. [Transparency]

- More timely notification of awards and funding authorizations through electronic processes that provide “24/7” access. [Access]

- CSREES Administrative Officers’ Conference and other forums (e.g., Day with CSREES) as opportunities for dialogue on Federal assistance programs and policies. [Communication]