

Instructions For Reporting Contacts in FOCIS

Employees Required to Report Contacts

All employees of the Utah State University Cooperative Extension that contribute to the Annual Report of Accomplishments are required to report contact data. Contact data can be remitted in the FOCIS system.

Clarifying the Reporting Policies of Contact Data

- More than one contact with the same individual during a single day can occur if the individual participates in different program areas. Report these contacts under the appropriate program area in FOCIS.
- If more than one Extension faculty member addresses an audience during an educational program, each faculty member reports the entire audience as face-to-face contacts
- Contacts related to educational programming between Extension staff and volunteers are reported in the face-to-face section of FOCIS.
- Support staff and volunteers make many contacts with clientele who call or visit the Extension Office or attend educational programs. Volunteers who conduct educational programs will record these contacts by the educational program area. The support staff and volunteers will keep records of these contacts by the program area and will give them to their Extension agent/specialist supervisor who will then enter the contact information into FOCIS.

Contacts Data Required to be Reported Regularly

Face-to-face, e-mail, telephone, and non-electronic contacts should be reported by USU Extension employees in the program reporting areas periodically. The FOCIS system on the web is used to report contacts:

- **Face-to-face contacts** - Utah State University Extension is required to provide data to comply with civil rights rules and regulations and to permit enforcement of Title VI of the Civil Rights Act of 1964 as well as other nondiscrimination statutes. This includes the reporting of face-to-face contacts by race and gender made by professional and paraprofessional staff. This contact data is also supplied to the University President in the Extension Dashboard, which in turn is used in reporting to state government. For this purpose, "contact" refers to the coming together of two or more individuals face-to-face to participate in an educational experience or conduct Extension-related business. Contacts occur in conferences, consultations, workshops, seminars, meetings, field days, and demonstration activities in which the mission and business of Utah State University Cooperative Extension is carried out. More than one contact with the same individual during a single day can occur and should be reported if the contacts occur in different program areas. Contacts are reported by gender and by one of the following designations of race, color or national origin:
 - **Black** (not of Hispanic Origin) - A person having origins in any of the black racial groups of Africa

- **Hispanic** - A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin regardless of race.
- **Asian or Pacific Islander** - A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinents, or the Pacific Islands. For example China, Japan, Korea, the Philippine Islands, and Samoa.
- American Indian or Alaska Native - A person having origins in any of the original peoples of North America and who maintains cultural identification through tribal affiliation or community recognition.
- **White** (not of Hispanic Origin) - A person having origins in any of the original peoples of Europe, North Africa, or the Middle East. Additional subcategories based on national origin or primary language spoken may be used, where appropriate, on either a national or regional basis.

Electronic/Print Contacts (Gender and Ethnicity Tracking NOT Required)

- **E-mail contacts** - Report the total number of e-mail contacts made in response to requests for information in support of Extension program areas.
- **Newsletters contacts** - Report the total number of newsletters distributed to support Extension educational programs. (The number of issues multiplied by the number of people sent the newsletter.)
- **Telephone contacts** - Report the total number of telephone calls handled in response to requests for information in support of Extension program areas.
- **Non-Electronic Correspondence (Other) contacts** - Report the total number of non-electronic correspondences mailed in support of Extension program areas. Also, contacts in this area by support staff and volunteers should be reported by the Extension agent/specialist supervisor under the non-electronic "other" category. Examples of non-electronic correspondence are letters, program announcements, and publications requested and mailed. Educational program announcements delivered by mass media methods should not be counted as contacts.