

2017 District Conference

60!Second Pitch Report

60 Second Pitch Report

Customer Experience Pitch

1	Your questions/needs are important. I will respond with a fact-based answer/solution in a timely manner. We pay attention and are responsive to the educational needs.
2	Customers should leave with the information they need and a perception that they are valued and their satisfaction with our service is our #1 priority.
3	Today at our N. Central regional Extension conference - we committed as Extension Professionals, our goal is to offer quality, focused attention to our diverse clients. We will offer relevant researched based information from the public land grants & our partners in a timely manner, with a smile & sharp looking clothes!

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Branding Pitch

4	Cooperative Extension is here to serve the citizens of NC with educational programs for agriculture, youth and urban communities.
5	NC Cooperative Extension is the outreach arm of North Carolina's land grant universities NC State and NC A&T, that connects these universities to the people through a network of agents and specialists, that deliver timely research based knowledge and information to the citizens of North Carolina (in the areas of youth development, agriculture, family and consumer sciences) to help them solve problems and better their quality of life.
6	Educate using research based information service & outreach, link between university researchers & industry, impact youth
7	When you work with Extension here in Western NC you can be confident that experts from _____ have science/research based information to meet your educational needs. Our program is now focusing on local food (corn, fruit & vegetable production).
8	Extension is a service-oriented organization that gets research based information from the university out to each county in the state. We offer educational programs in agriculture, foods, youth & families, etc.
9	NC Cooperative Extension serves NC residents by providing them with youth programs and research based information to improve their lives. We do that through programming, one-on-one consultations, email, and other communication methods.

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10	NC Cooperative Extension office offers information from agriculture, 4-H youth development, nutrition to help inform the public. We will help provide the answers to the best of our knowledge and find sources that will benefit your situation in a timely manner.
11	NC Cooperative Extension is here with you in all 100 counties. We provide excellent service to the total family in the areas of agriculture, youth development, food & family. We do this with a smile & with a dedication that is unmatched. The solutions & informal education we provide is research-based and backed by our two great land-grant universities, NCSU & NC A&T. We want to grow with you.
12	NCCE contribution to improve the economy, environment, and lives of the people in NC by providing unbiased, research-based educational programs.
13	We are a tax funded service to help all clientele in the areas of Ag, youth development, FCS with the intent of providing research based info/solutions to every day problems.
14	We are an extension of NCSU & NC A&T & the EBCI bringing unbiased, research based information to our communities, individuals & families, in a timely and effective manner to help them find solutions.
15	NC Cooperative Extension uses research based information to support and to aid individuals in determining and meeting their own goals to reach their fullest potential in their families, communities and work environment.

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16	Wish to learn the needs of clientele within the community and then to address those with unbiased, research based, and without cost to the client. Information in a hands-on, one-on-one environment.
17	Education office to offer resources on life skills & agriculture.
18	Extension brings researched based information from the universities out to the residents of each county. We do this in the form of informal programs, demonstrations and face-to-face meetings.
19	NC Cooperative Extension provides information you can trust. We help you solve your problems and develop skills using research based resources. Extension specializes in Ag., 4-H, Communities, Food & Nutrition.
20	Cooperative Extension is the outreach arm of NC State. The college's mission is education, research, and outreach. We deliver research based information in 3 areas: Youth Development (4-H), Health & Wellness (FCS), and Agriculture. We extend NC State to each county. Customer service message: We are here to help. If we don't know the answer we'll find it. We want you to leave with a feeling that we helped you.
21	Cooperative Extension helps farmers & families live happier, healthier & safer through unbiased, research-based educational programming in the areas of food/nutrition, agriculture, & youth development that meet the changing needs of their audience. Through NCSU & NC A&T, Extension builds skills, develops relationships & empowers NC citizens to be the best they can be.

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22	<p>NC Cooperative Extension is the community outreach link to our state's land grant universities - NC State Univ. and NC A&T State Univ. Through this connection we provide customer focused solutions based on scientific research. Our resources are provided with a personal touch to farmers, families, and youth throughout NC.</p>
23	<p>Cooperative Extension - free service to individuals; provide NCSU recommendations & data; help people understand things as we have livestock & forage agents, hort. Agent and field crops agent; Also have 4-H which gets kids involved in AG.; Help farmers save money; Also have nutrition and EFNEP programs</p>
24	<p>We are county-based "extension" of the land grant universities. We promote the latest agricultural research and practices, family and consumer sciences (including nutrition) & 4-H youth development. We make ourselves available through public programs and personal consultations. We believe our programs can improve people's livelihood and hopefully business profitability and we maintain services free of charge.</p>
25	<p>Extension has always provided itself on providing outstanding customer service. Extension staff will always look sharp in appearance and be attentive to the customer needs. Ext. staff are "can-do" people that appreciate and recognize the skills of their fellow staff members. They will speak to clients in a professional tone of voice both in person or over the phone. They are dependable and reliable and they know the importance of thinking before speaking. Finally, they know their clientele and program material, and they know how to be resourceful in the event they have to.</p>

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26	We are here to help farmers, youth & people in the county to improve their lives. We do this by teaching life skills & productive processes to save money or increase more profits. We teach youth the skills they need to be productive citizens.
27	Provides accurate, relevant, researched based information in a timely, friendly & professional manner. Areas Cooperative Extension can make a difference for you include food, agriculture (including home horticulture) and positive programs for youth.
28	We strive to be the one-stop shop to provide research-based knowledge to the clientele in which we serve. We are customer-driven and are here to meet the needs of our community.
29	We are Extension have an exemplary 100 year legacy of servicing the community. We are a network of research based information available to everyone. We are here for you to meet your needs!
30	Cooperative Extension provides education to research based through NC State & A&T University. Through 4-H programs, food service, agriculture, horticulture and animal science we hope to provide assistance to families, youth & farmers to all 100 counties in NC. Please call us when we can assist you.
31	Here at NC Cooperative Extension, we are a direct link between our county and NC State & A&T State. We want you to have a great experience, receive the information you need, and know the right resources that can help you. It is our mission to serve you so that when you leave, you will come back.

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32	Two universities and all counties delivering science-based research to help people solve problems and improve their lives.
33	We pay attention to current and emerging issues and problems in food, family, AG & natural resources and are responsible to the educational, technical and economic needs of North Carolinians. We respond with fact-based answers/solutions in a timely manner. We are available for discussion and follow-up on questions and aim to build relationships.
34	Provide unbiased information to clientele regarding food & fiber production for informed decision-making by NC citizens - communicating effectively to clientele, providing education to youth programs and community programs, with the goal of improving the lives of NC citizens through evidence-based, reliable information.
35	Extension is exactly what it's name implies. We extend the knowledge of the 2 land grant universities to the public. We provide free, unbiased, and research-based information focused on 3 problem areas - food, agriculture, and youth - and explain how each of these areas impact the economic well-being of our state. With offices in every county we are the boots on the ground who help people help themselves with practical solutions to real life challenges.
36	Cooperative Extension is a research-based outreach organization through NC State and NC A&T that provides practical solutions to real world problems in our communities surrounding food, youth and agriculture. We strive to improve the quality of life of those we impact through meeting our clients where they are.

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37	NC Cooperative Extension provides timely and relevant research and evidence-based education to people across the state in rural and urban communities to improve the quality of life for everyone who calls NC home. We also provide safe and wholesome experiences for youth development in agriculture and community development.
38	Our goal at Cooperative Extension is to provide timely and current information to clientele in a cheerful environment and to ask for how we can continually improve our approach to provide better customer satisfaction.
39	We provide research-based information to the entire state of NC. This is just one of our 101 county office. We also have over 200 topic-driven websites and several hundred online publications. If you don't leave here today feeling 100% confident and comfortable with the info you came to receive, then we did something wrong. We take great pride in making sure your experience is not only satisfactory, but exemplary. Our motto is if we can't give you the answers, then neither can Google.
40	Our role w/the NC Cooperative Extension Service is to connect our land grant universities (NC State & NC A&T) to NC citizens w/up-to-date research and evidence-based info. We deliver this info through programs w/agricultural, family & consumer sciences and 4-H youth leadership development. We are excited to work together with you to understand your challenges & look forward to working together to find solutions for you. We will do our best to help you in a timely way & leave you with a feeling of trust and confidence in the how we can help the citizens of NC.

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41	We are a "down-to-earth" organization that works locally to answer real problems with research-based information.
42	Trusted local resource for research-based information helping communities & people improve their lives.
43	When you utilize Cooperative Extension, you get access to University-level information in a usable form. We value providing responsive service and experienced staff to meet needs related to food, farms and families.
44	When you visit Cooperative Extension, we use educational opportunities to help people grow in the areas of agriculture, youth life skills and healthy family living. Our customers enjoy that we are accessible at multiple times of day that best serves different schedules, that we bring them University level information in a useable form and that we serve them close to their own home and community.
45	We at Cooperative Extension have a long history of connection within the communities we serve. We care about the clientele & desire that they feel included & want to participate in our programs. The programs that we offer include agriculture, 4-H youth development, Foods & Nutrition. We respond promptly to client needs with accurate research-based info. And when we cannot help, we connect people with programs and services that can. We feel good about the job that we do, but do you have suggestions that you feel might help us do our job better?

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46	NC Cooperative Extension is about providing resources to and for people like you. If you have question or need information about food and nutrition, youth development, and agriculture. We are your problem solvers with the help of our research-based information from the NC land grant universities - NC State & NC A&T.
47	I believe that education is a lifelong process and the university is the home; that my success as a teacher is proportional to those qualities of mind and spirit that give me welcome entrance to the homes of the families I serve. I believe Extension is a link between the people and ever-changing discoveries in the laboratories.
48	NC Cooperative Extension serves NC residents with Ag & FCS, Family & Youth, and environment programs with research-based info to improve their lives - through programs, one-on-one consultations, email and other communication methods.
49	We are a research-based agency through NC State & NC A&T Universities that offer the public resources on agriculture, horticulture, 4-H youth development & family and consumer sciences. We are here to answer your questions and provide educational opportunities to our clients.
50	We are a great organization that positively touches the lives of everyone that we come in contact with. We provide educational, unbiased, research-based information in the areas such as agriculture, food, family and youth development.

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51	NCCES provides exceptional customer service in order to show our dedication to our community. We intend to meet the needs of the people we serve. Our agents & specialists find applicable solutions to help individuals & families enhance their lives.
52	The NC Cooperative Extension Service an educational agency that is research-based, unbiased information that is provided by non-regulatory funds. Our program is an extension of NCSU & NC A&T. We work in our county to provide 4-H for youth, soil samples, help to farmers, food preservation, food safety, livestock & horticulture. There is an Extension office in every county in North Carolina.
53	We provide unbiased, research-based information to all citizens of NC through a high quality, timely, reliable, and thorough manner tailored to the individual situation.
54	We are customer-driven and provide research-based unbiased information to communities to solve everyday problems. Programs include youth and family programming, gardening, managing farms and livestock. We would love to work with you to help your family succeed.
55	NCCES is the hands-on portion of NCSU and NC A&T and the research conducted at those universities. We do county-specific educational programs and problem solving for several areas of _____county. These areas include agriculture, food safety and nutrition, youth development and other areas that meet community needs. We are in all 100 counties and the Cherokee Reservation (EBCI).

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56	<p>In a time with growing technology, search engines are used to gain information. This information may not be reliable and up-to-date. Cooperative Ext. believes education is a life-long process. NCCE is a collaboration of NC A&T State and NC State University & local governments to provide safe, reliable & up-to-date research based info to the people of NC. We offer educational programs & individualized technical assistance in agriculture, local foods, health & nutrition, youth development and community development. We're your favorite search engine w/ a personal touch.</p>
57	<p>NC Cooperative Extension strives to provide non-biased research based information to best meet the needs of our clientele in a timely manner that is not only positive and respectful in nature but also utilizes effective communication skills all the while making the further connection through follow-ups.</p>
58	<p>NC Cooperative Extension provides research based information to the community members of North Carolina on a variety of topics. We strive to provide excellent customer service by displaying a caring attitude, being courteous, being inclusive and respectful of the diversity that exists and showing genuine concern for our customers. It is imperative that excellent customer service starts with us to ensure a positive outcome/experience that will be memorable and keep the door open for customers to return.</p>

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59	NC Extension is here for you to listen, hear & follow through with education, enthusiasm, consistency and sincerity and in a timely fashion.
60	Research based information to public, empathy form own similar experiences to relate to clients and help solve problems, individual county analysis of problems, resource for you if we know the answer immediately or not in a timely manner, goal of improving knowledge and lives of community members
61	North Carolina Cooperative Extension, a cooperative effort of NCSU and NC A&T is devoted to serving the populations of North Carolina through it's 101 offices across the state. We are passionate about the needs of our counties in which we serve and are willing to go the extra mile in order to serve your needs and empower you with the latest research and knowledge in agriculture, foods, nutrition and youth development to help you succeed.
62	As a Cooperative Extension agent, I place a high value on your success in your endeavors. I want to provide you with the most up-to-date research-based information that is possible. I want to provide this information to you in a timely manner.
63	North Carolina Cooperative Extension aims to create value within communities with needs-based solutions catered to the local area. We strive to provide these solutions while exhibiting an exceptional client-based experience.

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64	Our pledge is first class service; including timely response, service with a smile, high quality research based information, dependability, honesty and most importantly demonstrated and clear communication.
65	CES is staffed with individuals passionate about helping others. When you contact us you can expect a prompt response that includes being sure we understand your questions or situation and provides you with the sound information you need, or a referral to who/where you can obtain the assistance you are searching for.
66	Located in every county, NC Cooperative Extension strives to deliver research-based info to the communities we serve. We serve in the areas of agriculture, youth development, and health, nutrition & food safety. If we do not know the answer to your question, we can reach out to specialists at the university and get back to you quickly. We help people find solutions to their problems.
67	We at NC Cooperative Extension are happy that we are partners and I hope I have given you the attention you require. I hope you will continue to provide input. Remember that our goal is to help, and it is our only reason of success. Thank you for trusting us. It is out hope you will continue to do so.
68	NC Cooperative Extension provides unbiased, research-based information for NC State and NC A&T to the citizens of NC with a mission to solve problems and improving their lives.

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69	NC Cooperative Extension helps people solve problems through research-based information obtained from land grant universities of NCSU & A&T in the areas of foods, nutrition, agriculture & horticulture, 4-H & volunteerism. We help find methods of problem solving in life that affect families and communities and make a better place.
70	We strive to provide exceptional one-on-one service with the knowledge from our 2 land grant universities. We pride ourselves on being your final resource and link in addressing your questions and concerns.
71	NC Cooperative Extension is the link between NC State University and A&T State University and the local communities. We provide research-based information to all 100 counties & the Eastern Bank of the Cherokees. We deliver responsive customer service to connect people to the information they need through individual consultation, workshops, educational programs, demonstrations, websites and social media.
72	Cooperative Extension brings all that the land grant universities have to offer to the citizens and communities of NC - both rural & urban - in the areas of farming, food & families to improve their lives and livelihoods by offering opportunity to learn & grow.

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73	NC State University and NC A&T State University work through NC Cooperative Extension's many program areas including Ag, 4-H, Family & Consumer Sciences to improve the lives & enrich the economy of the citizens of North Carolina.
74	Cooperative Extension is an educational outreach of NCSU and NC A&T. We provide current research based information to our clients in the areas of agriculture, 4-H youth development and FCS. We help you provide creative solutions for your local needs and challenges in 101 centers throughout NC.
75	NC Cooperative Extension has personnel in all 100 counties ready to help educate you with research-based information from the states' two land grant universities, NC A&T State University and NC State University, in the areas of health & nutrition, agriculture, food, youth and families. We are dedicated to providing quality customer service that leaves our clients feeling satisfied and knowing that your concerns are our priority!!
76	NC Cooperative Extension is here to serve you by providing a variety of services to improve and empower the lives of North Carolinians.
77	We're the arm of the land-grant system that takes the research from the university(ies) and brings it to the communities we serve in an unbiased way that can be applied to our community members' way of life!