Appendix O. Survey of Local MG Program Management Follow-Up Free Response Data

Q. 3.2.4

003 013 015 019 at monthly executive committee meetings 037 041 059 061 067 073 075 083 085 087 faculty report process 089 093 095 103 105 107 comments and work plans from unit director are committed to paper 115 119 121 faculty report 141 149 153 161 163 171 173 179 185 191 195 197 199 I seek counsel/advice/opinion/approval frequently. 550 590 650 unknown 680 700 710 800 810

Q. 3.3.4

003 013 015 019 037 041
with U.C., 2 interviews/year, 4 quarterly reports, regular updates; with MGs, evaluate my efforts and theirs after significant milestones and projects.

whenever we (agent and coord) feel a need

monthly

monthly

unknown

local MG assoc. Board
We are not organized on a “command/control” basis. The local MG president serves as coordinator of record during his/her time in office.
unit director
steering committee for the classes, 1. Extension agent, 3. Association board for all the rest. (Supervisor is not the right word for the last two since both function as teams of which the coordinator is part.)

agriculture agent

Env. Hort agent, state MG coordinator

Q. 5.6

MGs
local MG assoc. Board
MG exec committee
Board of MG and membership
steering committee

Q. 5.7

Mg association

??

NONE-listen to agent at orientation

Unit coordinator, ANR

No one

unit director

as in question #4.7

agriculture agent

Env. Hort agent and HCMGA Exec. Board
Q. 6.6

003 MGs
013
015
019 local MG assoc. Board
037
041
059 MG exec committee
061
067 board of MGs
073
075
083
085
087
089
093
095 MG team leaders
103
105
107 Hort advisory committee
115
119
121 local associations board
131
133
135
137
139
141
149
153
157
161
163 MG executive board
171
173
175
177
179
185
191
195
197
199
205
550
590
650
680
700
710
800 MG volunteers
810

Q. 6.9

003 other MG coordinators
013 unit coordinator
015
019
037
Unit coordinator

local MG group

other Master Gardeners

other volunteer coordinators

Keeper of hours, approve/disapprove hours and projects, decide whether or not to send trainees to Yorktown or do our own; right we are not conducting classes.

Q. 7

none in development, minor in implementation

active role to determine needs and interest

to evaluate if the programs fall within what is considered appropriate for MGs

make executive board aware of procedures as per VCE manual of procedures/policies

develop the training program and coordinate volunteer work

I serve as president of our local MG assoc. As president, oversee various committees, program development ideas come from membership, extension and citizens. Our board decides on appropriate action. I implement our training program and try to delegate the rest.

I have the primary responsibility.

resource provider, seek out appropriate MG community involvement member support and challenge, ex officis advisor to exec committee.

Keeper of hours, approve/disapprove hours and projects, decide whether or not to send trainees to Yorktown or do our own; right we are not conducting classes.

(no answer)
directly responsible for program development and implementation in Halifax county, with approval from Larry McPeters. I’m a bee that pollinates the different committees. I have the major responsibility for Env. Hort. Program development and implementation coordination/on approval team
more as advisor
developing MG goals with cooperators (consulting) with Ext. Agent and implementing them with MG board. Coordinator/president role is to recruit volunteers and leaders.
I bring ideas, requests, etc. to the association, see that committees are formed, and ask for updates at monthly meeting
Planning is informal committee census. A am just on of the group
(coordinator/president role is to recruit volunteers and leaders.
I bring ideas, requests, etc. to the association, see that committees are formed, and ask for updates at monthly meeting
Development is informal committee census. A am just on of the group
(coordinator/president role is to recruit volunteers and leaders.
I bring ideas, requests, etc. to the association, see that committees are formed, and ask for updates at monthly meeting
I am involved in both Program development: determining what to measure, quantifiable results, processes to educate, collect data, MG involvement, reporting, evaluation. Implementation: I create data forms and databases; recruit and train MGs for the particular program; market program; coordinate MG activities in support of program; report results; involve MGs in other implementation and development.
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Q. 8.4
more specifics on coordinator duties and responsibilities
delegation/quality control/motivation. I currently act as a “manager” for our program. My greatest challenge is to get others to accept ownership of the program and develop leadership skills necessary to lead committees.

We respond to client requests.
As a volunteer coordinator, I still feel neither “fish nor fowl.” There seems to be basic things about Extension programs I’ve never heard of.

vol. org. Development and management, change management, personalities, MBT 1 or personality scoring

grant writing

computer skills

just together time with MG coords in our areas

none at present

Unfortunately, I am having difficulty determining what jobs are currently filled.

not used

do not have job descriptions

not used yet

included in annual registration package

working on this - we aren’t there yet

job placement

they are not used. I can’t get anyone interested in writing them.
ignored/very independent people in our county have not used them

encourage sign ups for new programs

starting to use in the first three items

working on creating these

response to homeowners/schools

jobs are somewhat defined by individual volunteers within guidelines established by VCE and local boards established programs

outside requests for help

We manage jointly as agent/coordinator and team leaders from MG association. We review our activities, goals, and needs and try to recruit volunteers to address these issues.

continuing project reviewed annually for approval/disapproval vote

basically I lead the team and the team leaders follow - but many of our programs are "new," reinvented over time
local organizations ask for services

designated by self and MG assoc. executives

steering committee, agent’s approval

if it needs doing, we do it!

Q. 12.2

nothing in depth that I’ve found

agent

I do

we basically use the ones listed in volunteer chapter and adapt them to local

committee chairman with guidelines form coord. manual

in our second year of the local MG program. We are intent on producing written job descriptions beyond the organizational structure.

written by agent, with consultation with MG coordinator, and local MG president

the handbook (coordinator)

agent writes; thus for very generic for MG volunteer. We have plans to write some that are more specific. However, there has not been a real need for lots of written descriptions at this point.

coordinator and president of local association

President/coordinator, reviewed by board

We take descriptions from other units and VCE and adapted them by team to fit our needs.

I use available job descriptions in coordinator manual and modify.

I wrote these and they are rather informal affairs, tailored to suit who’s on hand to do what needs to be done.

coordinator

planning committee

coordinator and for committee/team chair
agent with steering committee working on creating them standing rules designate committee responsibilities requestor we adhere to local bylaws as to committee functions agent each project coordinator, edited by agent and program coordinator Q. 13.6

there was a writing list when I began county publications

we have over 260 people on our waiting list; therefore, no advertising

Internet, monthly news articles workshops county fair booth (actually a tent) actively through programs

in classes given to public; at full days for Water-Wise gardener we keep a running waiting list all year long, adding to it at plant clinics, at our plant sales, and in the office

library display posters
Q. 14.2

not yet but hope to

done by local MG assoc.

to those who already have related resp. And to all MGs in general

executive board

other MGs

membership chairman

prospective MGs are “interviewed” by veteran MGs

public relations committee man

recruiting and training coordinator

through assoc; editor of local newsletter, recruitment by word of mouth of association members

to all MGs (word of mouth); to MG training comm. For flyer dist., agent handles press release

recruiter and trainer

carried out by MGs

one volunteer

association board

all MGs, extension staff, in all people contacts, also brochures, media coverage events

recruitment team

training coordinator, plus one other; R&T folks

training and recruitment committee

other Master Gardeners (we currently maintain a waiting list)

publicity for MG trainee class committee

PR publicizes; all MGs recruit personally

mostly training comm and MG coord. and executive board

will begin membership comm to work on this over spring and summer

executive board committee handles these

shared with MG association

publicity committees, all MGs word of mouth

training done in another county.

Q. 16
haven’t decided yet - hopefully I will determine programming needs for volunteers and work from there
we are able to accommodate only 48 trainees due to room size
class size limited to space available; limited to 25 per class
we have plenty of opportunities for all who qualify
This association is in a thinking mode of “we should train every year.” They are slowly realizing opportunities need to exist
to support (or be supported) by additional volunteers first.
number of seats in our class (21) and number we can manage affectively
We estimate staffing needs for clinics, lab, etc. We only accept people if we have work for them.
number of MG jobs we need to fill
space accommodations
We have an allocated number from Yorktown.
size of training site, expectation of MG program
based on training facility
30 (15/day, 15/evening)
experience has shown that our work load requires us to train 20-24 volunteers per year
based on capability
max 20; so far no turn aways
size of classroom (25), also manageable class size
we usually only get 12-15 applicants, then 1-2 drop out almost immediately.

We feel that a room or group of 25 is ideal. We do, however, assess our needs prior to starting the process. We are limited
only by our ability to train, place, and manage the volunteers and programs.
only 4 or 8 respond each calls period which fills our allotted space in multi-county class

0

(no answer)

number of applicants, size limitations (10-11 people)
decide, with agents, how many MGs are needed to achieve goals, subtract number of MGs who will stay with program and
recruit and train the balance

fewer than 15 might not be worth our time; more than 22 would be a crowded classroom
work to be accomplished
currently program recruitment under evaluation; to be redetermined at a later date
committee decides optimum class size for training and review of number of volunteers needed for project
anticipated needs

room capacity is 60. There are four units participating. 15 trainees per unit. If a unit is lean on trainees, other fall units can
negotiate for slots.
steering committee decides using past class size and success rate

3 areas do joint training; can handle 60 max (divide by number areas)

space available/size of class facility

need, not to exceed 40

set course size at 35

Henry county gives us 5 slots per class. We usually get 0-1 person to apply.

“n/a”
we train with Yorktown (they do planning)

retired professors

retired agents

strong cooperation from Colonial Williamsburg and area professionals

local college professors

Va Tech professors/instructors

individuals who specialize in-field

VPI professors

university professors

contracted professors for specialty topics

tours/visits to horticultural sites/gardens

rec. and training coord., identified team and generally approved by unit membership
training coordinator
MG
rec. and training cochair with involvement and support and input from agent
experienced MG (training chairman)
association president
extension agent, horticulture
training committee
local coord. With committee of steering members
last class trainees from each geographic area
training committee made up of MGs
agent (attendance has never been a problem)
membership chairperson
sign-in sheet
volunteer class coordinators
Yorktown
rec. and training coord. And identified team - records preserved by records/reporting coordinator
local coordinator
coordinator, office
facilitators drawn from MG training committee
coordinator
training coordinator
class coordinator
coordinator-appointed student
Don't know
appropriate MG team leader with help from hospitality committee
training chairmen
delegated
association president
MG vol. “host”
vetran MG or coordinator
(no answer)
the “on-site-for-the day” MG
a veteran MG
Extension agent, horticulture
coordinator/secretary
coordinator at present
MG class coordinator
local coord. With comm. Of steering comm. Members
vol. MG classroom coordinator
training committee
training facilitators
MG program manager for training
corresponding secretary
vol. Registrar
agent - trainees sign in each session
Henry county
(2) registration

Q. 23.1.7

cheers at meetings
custom lapel pin used by Henrik and Chesterfield
special thank-you for project participants
MG lapel pin, annual reception
depends on individual. Maybe a feature article on a project that highlights individual, ELC recognition, ceremonies, gifts from association, certificates and awards, access to training etc.
we are small and informal
personal satisfaction
local media publicity

annual volunteer social (no banquet money here)

recognition at meetings of the association

pot luck and verbal recognition of work done

name tag presented at graduation

Volunteer of the year award

county volunteer day, annual sign up for program

thank you notes, celebrations at monthly meetings

personal written and verbal thank you

gifts, token of public recognition

reception

recognition of accomplishments in our newsletter

at special meetings

verbal

Awards ceremony
county government volunteer appreciation event

Q. 24.1.2

we monitor volunteer hours
to determine the level of service to the citizens of Halifax county
(informal review process occurs regularly)

only in case of problems, try to steer volunteer back on a productive track after getting a better understanding of their perspective

to motivate and inspire those who are lagging. To pat ourselves on the back.
to create “happen” and better informed volunteers
to see if it could be improved on
are we meeting the needs of the community and areas of improvement needed
0
0
focus groups
projects review, host line review, staff feedback, agent’s review
review of their job performance
informal, observation
hour tabulations for year with follow up after ____ is noticed.
MG programming account administered by local government

we do not have MG money, supported through county budget

Q. 26.7

tuition provided by joint sponsor

regular fee for the program
participation in county fair (First place blue ribbon three years in a row)

extension office budget
in kind donations by organization, businesses and individuals
we currently receive money from county public works. Money from that is used to pay for recognition ceremony costs.
accept donations for some programs, particularly our gardens. Our speakers bureau charges a flat fee when one of us
speakers to a group or as a MG.

local town and county government

county budget

dues

budget line item of county at $500.

Q. 27.12

fliers
association newsletter

through other related volunteers organization, such as garden clubs, cross participation in 4-H programs

fliers
biannual MG newsletter
tent and display at county fair, Spring Into Gardening speakers Bureau
quarterly reports, fairs, festivals
posters, booths at festivals
quarterly reports to county public works (funding source)
when we are out in the public as MGs we talk up the program whatever we’ve been doing or whatever we’re going to do
agents column in newspaper
extension agent weekly column
bumper stickers
pay dues, turn in time sheets
as fee to renew membership
time sheets
time sheets
by paying dues
we keep logs or hours donated and education hours earned. Coordinators call if those aren’t filled in.
20 hours required to maintain active status

Q. 30.4

Environmental Educator (county position)

MG Unit Advisor
all PT specialists that use this office

Q. 31.5

program notes
resource sheet
historian keeps a photo album of volunteers and events
Excel. Program developed to handle hours and contact
policy for working with minors

program brochures, class training info, press releases, letters, newsletters, telephone and walk-in logs

projects file, hort therapy sites, educational public garden, county fair display, speakers bureau
“Intern Intention”, written material created and event materials
EEO, advertising, phone calls
plant clinic logs

project plans
skills and interests
reports

newsletters, correspondence

evaluations from programs

Q. 32.2
003 .
013 .
015 .
019 .
037 .
041 personal meeting
059 yearly notification followed by written notification
061 .
067 .
073 .
075 .
083 one on one
085 .
087 .
089 .
093 .
095 .
103 .
105 .
107 .
115 .
119 .
121 .
141 .
149 .
153 informally; the volunteers know they had not kept up their hours and were told they could not return, as they couldn’t be depended on
161 carefully in person, mutual agreement
163 we’ve reached an amicable agreement
171 .
173 .
179 .
185 .
191 .
195 .
197 .
199 for misrepresentation of VCE
205 .
209 .
215 .
217 .
219 .
221 .
710(2) private visit to “suspect” project that the volunteer was involved in - discussion with other agents - letter to agency where they volunteer
141(2) .
053 .

Q. 33.2

003 .
013 letter is sent to individual
015 0
019 phone call, then name dropped
037 if they don’t “re-enlist” in January, we drop them from mailing list
we require annual registration by not renewing annual fee they are dropped after two years of no activity and notices in newsletter individuals contacted, discussed volunteer hour status and removed after discussion with MG president delete button removed from mailing list they indicate they are no longer interested and drop out final letter to members who are inactive their names are dropped from mailing lists and their files placed in the “inactive” drawer. They usually are not notified ahead of time, but they are people who have not participated in quite a while.

Based on two consecutive direct appeals for continued interest and based on time sheets phone call for non-reporting of hours not a formal process; if they do not attend meetings, pay dues, or volunteer time, we drop their name. in the future, probably after 2 or more personal contacts by MG association officers delete key; moved to a “no longer MG” file deletion - fail to return valid contract dropped from associations list of members for failure to pay dues removed from mailing list

periodically, after contacting personally and discussing becoming more active identified by hours review, general notice in newsletter, delete from mail list when they fail to pay dues, fulfill hours, or drop out removed from roster letter of hours - chance for leave of absence non-communication

 magazines, reference book, local professionals, sharing of info, field trips, programs Pest Management Guides
other state Extension and Department of Ag. Websites is: MD, NC, GA, TN, KY

other state Ext. Publications available via web

MG library

other land grant university info books, periodicals and trade journals

selected articles from newspaper, periodicals

books in house generate publications, other Ext. Web sites

electronic equipment, book microscope

books, magazines other state extension

books

Q. 35

more info equal toward homeowner and IPM; info on gardening with children whether with 4-H clubs or school projects;

how to design programs for Special populations (using hort. ther..)

EH’s presented papers to OEH should be available to MG association over VCE website reasonably soon after presented.

Suspect a wealth of information is presented to OEH that ends up in the “BIG BLACK HOLE”

display - type items, poster and other visual aides

more fact sheets and slide sets

perfection of records an reporting state MG comp. prog.

will let you know after I’ve been in this job awhile

project books for schools and 4-H

more subject matter fact sheets, lawns/ herb. plants

better guidelines/resources - quick reference
I need to give some thought to this.

Penn state has lots of current pubs - lots with VT contribution. We have 20 year old pubs (Plant disease series, insect notes pretty old, too). PMG on the web (I realize doesn’t come out of OEH). Lists of specialists who don’t mind traveling to train MGs (annually, as this seems to change with publication pressures). Maintenance of the MG Q and A site - question of the month, alphabetize the top 100.

better videos, esp. In areas of water gardening, roses

We need clarification of what the coordinator’s role and responsibilities are since we have no hort agent, i.e.-who is supposed to do all the things the hort agent does? As a volunteer coordinator, I do relay info from Tech with executive board. However, I do not have the authority to re-direct MG association if they do not follow Tech policy.

We are making a real effort to recruit and steer people toward specific jobs.

At the present time, we are investigating the possibility of a paid part time coordinator for Mathews, Gloucester, and Middlesex. I am having a hard time convincing our MGs that our “club” (as they refer to it) needs a coordinator between us and VCE.

An old theme, VCE staff should become familiar with policies, procedures and recommendations as reflected in the VCE Coordinator Manual and other state coordinator publications and literature.

One of my goals will be to assure integration into all of the VCE activities by Master Gardeners and their program.

Do not overemphasize the role of a paid coordinator with a place in the chain of command. Be aware of and encourage the loose structure of a volunteer organization for those association without paid coordinators. In our structure the coordinator
is a liaison between VMG and Blacksburg and our local association - not a staff member in the command structure.

Having been a volunteer coordinator for two years, I still find I have mixed feelings about the job. One of these days I’ll get my thoughts collected and send them to you.

Most of this questionnaire is not applicable to Patrick County as we do not have any volunteers (besides the two coordinators) or MG training.

Have plans to begin performance evaluations with MGs this year as of personal performance goals. Learned lots of things I should be doing and it just takes time. I have a personal file on each MG and began sharing program results regularly with MGH. Will also *another personal goal* advertise jobs for leaders of functional groups (plant clinics; water wise in communities that we’ve been in but need to leave to start in other communities; training; lecturers; communications) and will organize an association for feedback process, comradeship and increased retention.

In my position, I am not responsibilities for management of the program. I was hired as a MG technician in an emergency hire position to assist in recruiting volunteers to answer hort related questions in PD16 offices and coordinate trained MG files (hours recorded, etc.)

impressed by VCE (your) efforts and success in creating MG coordinator manual and reporting structure, and overall enforcement of the MG program.

I believe most of our MGs became MGs to learn more about gardening for their own personal use and then to share this knowledge with others in direct response to clients requests. All this bureaucracy attached to volunteers - “Volunteerism” is for the birds!