



University of Minnesota Extension

Master Gardener Volunteer Manual
2009 Edition

Written and edited by:
David Moen
Ronda Isakson
Julie Weisenhorn
Mary Meyer

Item # 08520

Item #08520 HORT 1003 Master Gardener Core Course Textbook series

Copyright © 2008, Regents of the University of Minnesota. All rights reserved. Send copyright permission inquiries to: Copyright Coordinator, University of Minnesota Extension, 405 Coffey Hall, 1420 Eckles Avenue, St. Paul, MN 55108-6068. E-mail to extcopy@umn.edu or fax to: (612) 625-3967.

Credits

Editor / graphic design: Julie Weisenhorn

Production coordinator: Linda Wasem

Master Gardener Volunteer Manual: David Moen, Ronda Isakson, Julie Weisenhorn, Mary Meyer

Botany: Gary Johnson, Cindy Tong

Soils: Carl Rosen, Peter Bierman, Harlan Finney

Herbaceous Plants: David Zlesak, Mary Meyer

Woody Plants: Nancy Rose, Kathy Zuzek

Turf: Robert Mugaas, Karyn Vidmar

Weeds: Robert Mugaas, Karyn Vidmar, Randy Nelson

Entomology: Jeffrey Hahn

Plant Pathology: Michelle Grabowski

Diagnostics: Jeffrey Hahn, Michelle Grabowski

Fruits: Emily Hoover, Terry Nennich, Doug Foulk, Karl Foord

Vegetables: Vince Fritz, Beth Jarvis

Indoor Plants: Carl Hoffman, Deborah Brown

Living with Wildlife: James Kitts, John Loegering

Thanks to Washington and Virginia Master Gardener Programs for allowing use of information and illustrations from their Master Gardener Core Course outlines.

Find more University of Minnesota Extension educational information at <http://www.extension.umn.edu/gardeninfo>

The information given in this publication is for educational purposes only. Reference to commercial products or trade names is made with the understanding that no discrimination is intended and no endorsement by University of Minnesota Extension is implied.

University of Minnesota Extension is committed to the policy that all persons shall have equal access to its programs, facilities, and employment without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status, or sexual orientation.

Additional copies of this item can be ordered from the Extension Store at <http://shop.extension.umn.edu/>; or place credit card orders at (800) 876-8636; or e-mail questions to: ShopExtension@umn.edu.

In accordance with the Americans with Disabilities Act, this material is available in alternative formats upon request. Please contact your University of Minnesota Extension office or the Distribution Center at (800) 876-8636.



Welcome to HORT 1003 Master Gardener Core Course: Horticulture for the Home & Garden!

The University of Minnesota Extension Master Gardener volunteer program was started in 1977 and has been growing steadily in its volunteer base each year. HORT 1003 is the main training course for Master Gardener volunteers. It has also become a popular class for the gardening public and for professionals in the landscaping, nursery and turf industries. We welcome all students - volunteers, gardeners,

HORT 1003 is comprised of 16 course subject topic areas presented over 48 hours throughout the spring semester. These course subjects have been carefully selected in to provide you with a good foundation of horticultural knowledge. This course will be followed by your 50 hours on-the-job internship as a Master Gardener intern. Enjoy the time you spend with your instructors whether in person or online. They are exceptional people and truly care about helping you with your work as a Master Gardener. They will also be terrific resources for you as a volunteer for years to come.

The state office of the Master Gardener Program and your program staff are also great resources and we are here to help you. You will be working closely with your fellow Master Gardeners in your local group and with your coordinator as you volunteer, but please feel free to contact any of us if you have questions or concerns.

Thank you for participating in HORT 1003!

Best wishes for your success!

A handwritten signature in black ink, appearing to read "Julie Weisenhorn". The signature is fluid and cursive.

Julie Weisenhorn
State Master Gardener Program Director

Table of Contents

Welcome from State Program Director

Chapter 1	<u>University of Minnesota Extension</u>	Page
	Background	1
	Partnership	1
	Mission and vision	2
	Equal program/employment opportunity	2
Chapter 2	<u>UMN Extension Master Gardener Program</u>	
	Background	3
	Mission and core value	3
	Program Staffing	4
	Relationship to National Cooperative Extension	4
	Relationship to U of MN	5
	Relationship to local/county	5
	Funding	6
	State Advisory Board	6
	State program supports and opportunities	7
	Master Gardener Public Benefit	8
Chapter 3	<u>Guidelines, Policies and Procedures</u>	
	Age requirement	8
	Application and Selection	8
	Internship	9
	Certification and re-certification	9
	Volunteer status classification	9
	Transfer policies	11
	State volunteer recognition	11
	Standards of behavior	11
	Volunteer Hours – approval and reporting	13
	Using research-based information	15
	Using Master Gardener title	15
	Using Master Gardener logo	16
	Using EPO/EEO statement	16
	Media release	16
	Copyright	17
	Liability/accident coverage	17
	Receiving reimbursements	18
	Volunteering with other organizations	18
Chapter 4	<u>Fundraising and Financial Management</u>	
	Financial stewardship	18
	Tax deductible donations	19
	Using sales tax exemption	19
Chapter 5	<u>Resources for Master Gardeners</u>	
	State Master Gardener program staff directory	20
	Key web resources	21
	Extension horticulture staff and services	22
Appendices	A-1 Nettiquette review	23
	A-2 Master Gardener volunteer description	25
	A-3 Overview of Public Benefit Study	27

Chapter I University of Minnesota Extension

UNIVERSITY OF MINNESOTA

EXTENSION

Background on Extension—Federal, State and County

University of Minnesota Extension had its official origin through state legislature action in 1909 and through national congressional action with the Smith Lever Act of 1914. The latter act created the extension service and appropriated funds for its support on a national basis through the land-grant college system. Land-grant institutions, created by the Morrill Act of 1862, have three missions – teaching, research, and outreach. Extension is the outreach unit that brings applied research and knowledge to the public.

The University of Minnesota is the land-grant institution in Minnesota. For 100 years, Extension has been the University's unit to extend research-based information and informal education to citizens across the state. There are four centers, or program areas, within the Extension organization in Minnesota. They are: Food, Agriculture and Natural Resource Sciences (EFANS); Youth Development; Community Vitality; and Family Development. The Master Gardener volunteer program is a part of EFANS.

These are United State congressional acts important to the establishment of land-grant institutions and Extension:

- The Morrill Act of 1862 provided land and created colleges and universities in each state to provide classical, scientific, agricultural and engineering education.
- The Hatch Act of 1887 expanded the educational mandate of the land-grant institutions to include research.
- The Smith-Lever Act of 1914 established Cooperative Extension to provide education services and outreach from the land-grant institutions to all citizens of the states.

Some additions to these acts:

- A second Morrill Act of 1890 authorized appropriations that established similar institutions in racially segregated states.
- A 1994 act extended land-grant status to 29 Native American Tribal colleges.

Partnership

University of Minnesota Extension is a partnership between the University of Minnesota and the United States Department of Agriculture in cooperation with local governments and local people. Over the years Extension has received its support from federal, state and local funds. In that partnership, county extension offices were established and supported in each of Minnesota's eighty-seven counties. A restructuring of Extension in 2003 significantly changes the University relationship with counties, including the funding formula.

The present Minnesota Extension law was enacted in 1953. While there have been several amendments to this law, the purpose of Extension remained the same, and that is to provide Minnesotans with research-based information and informal continuing education programs. A county extension committee in each county is established under the state law to represent the board of county commissioners in matters of extension personnel, programming and budget.

The four program areas of UMN Extension:

1. Food, Agriculture and Natural Resource Sciences (EFANS)
2. Youth Development
3. Community Vitality
4. Family Development.

Master Gardener volunteers are part of EFANS.

The county extension committee is comprised of nine members. In addition to six county citizens appointed by the board of county commissioners, it includes the chair of the board of county commissioners, one other county commissioner, and the county auditor. Currently, county extension committees determine priority needs in the county, priority for Extension programs, staffing desired to meet needs, and an annual financial request for a county's budget process.

It is an asset to have program representation on a decision making board. Master Gardeners interested in serving as an extension committee member appointee should contact the Extension regional director assigned for the county or the county commissioner representing the individual's county district.

Extension Mission & Vision

The mission of University of Minnesota Extension is:

*Making a difference by connecting community needs
and University resources to address critical issues in Minnesota*

The vision statement articulates the dreams for Extension.

We envision Minnesota communities which:

- seek to improve the quality of life, the economy and the environment
- develop the capacity to address and solve their problems
- successfully see and utilize University resources
- help to shape research and outreach in the land grant university

We envision a University of Minnesota Extension which:

- meets the needs of urban, suburban and rural Minnesota communities;
- creates and responds to opportunities for learning and builds the capacity of communities to address important local issues;
- sustains the flexibility to address selected priorities and to respond to emerging issues while maintaining focus on its basic mission;
- embraces the contributions of persons from diverse cultures and backgrounds to build a successful pluralistic society;
- has the courage to end some programs and educational efforts as others are created;
- exhibits good stewardship of all its resources;
- demonstrates program impact;
- recruits and retains employees who are dependable and accessible, who value helping people and who work in an open and friendly manner.

We envision a University of Minnesota as:

- an institution recognized for its fulfillment of a land grant promise
- an institution which values and rewards excellence in outreach on par with research and classroom teaching

Equal Program and Employment Opportunity (EPO/EEO)

The University of Minnesota and Extension have a strong and firm commitment to equal program and employment opportunity for all people. As a part of Extension, the Master Gardener program shares that commitment. It is articulated in our EPO/EEO statement:

University of Minnesota Extension is committed to the policy that all persons shall have equal access to its programs, facilities, and employment without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status, or sexual orientation.

Chapter 2 University of Minnesota Extension Master Gardener Program

Program Background

The University of Minnesota Extension Master Gardener volunteer program was created by Extension in 1977 to meet an enormous increase in requests for home (consumer) horticulture information. It was fashioned after the Master Gardener program model created in Washington State in 1972. In Minnesota, the increase for home horticulture information was most significant in growing urban areas and regions where hobby farms and vacation homes were expanding. Master Gardener volunteers were trained and then assisted county extension educators in answering consumer horticulture questions and in conducting education on horticulture and environmental topics. Citizens have come to depend on Extension and Master Gardeners in particular, for non-biased, research-based information and assistance to learn best practices and solve home landscape problems. There are Master Gardeners in nearly all counties in Minnesota, making the Master Gardener program one of the most recognized and visible Extension programs in the state.

Master Gardener volunteers have traditionally been affiliated with a county extension Master Gardener program. Most still are. In some areas of the state, several county programs have consolidated to form a multi-county program. Regardless of the geographic area, we refer to each group as a local Master Gardener program. A local program may be county-based, multi-county based, or defined by some other geographic area.

The restructuring of University of Minnesota Extension in 2003 had significant impact on the Master Gardener program. Under the new structure, the University relationship with counties changed. Many counties no longer have staff positions focused on agriculture, including horticulture. Master Gardeners have assumed greater leadership for delivering consumer horticulture education, especially in counties where there is no county-funded coordinator. A new program model for delivering a local Master Gardener program is being finalized and will be introduced in 2009. It will better support the valuable work undertaken by Master Gardener volunteers at the local level.

University of Minnesota Extension Master Gardener Mission

The mission of the University of Minnesota Extension Master Gardener program is to support Extension by providing volunteers trained in horticulture to educate the public with research based information on the best practices in consumer horticulture and environmental stewardship.

The Master Gardener program will provide an environment for its volunteers that is friendly and supportive so their training, experience, and enthusiasm will produce maximum benefits to their communities.

Core Value Statement

University of Minnesota Extension Master Gardeners teach research-based horticulture information. This information may be new or different from a volunteer's personal experience or opinion. Teaching research-based information is Extension's purpose and mission. This is an important core value of Extension and Master Gardeners are expected to uphold this value.

How the Program is Staffed

State Program Staff

The Master Gardener program is staffed by three state-level positions and receives support from educators and faculty:

- Director – Directs and administers the program; oversees development and delivery of education and program operations.
- Program Manager – Oversees local program and volunteer management including interfacing with county administration and providing guidance to county coordinators / contacts.
- Executive Assistant – Provides supports to the state staff, county coordinators / contacts, volunteers, and state-level program administration.
- Six extension educators have statewide responsibility for horticulture content areas based on the educator's expertise. Each educator dedicates a portion of staff time to teach Master Gardeners and to serve as a resource for Master Gardeners.
- Select horticulture department faculty having Extension assignments teach Master Gardeners and provide some expertise to support Master Gardeners.

Regional Staff

The Master Gardener program receives assistance from regional Extension offices.

- While not part of the Master Gardener program staff, regional extension directors oversee operations at 18 regional Extension offices and are the primary staff who administer relations with county extension committees and county boards of commissioners.

County or Local Staff

There are several staffing arrangements that support local Master Gardener programs based on the county or multi-county financial and in-kind support defined through a memorandum of agreement with the University. There is significant difference in the level of management and support for a local Master Gardener group depending on the level of funding and type of staffing:

- Local extension educator -- usually has broader agriculture responsibility with some dedicated time allocated for Master Gardener program and volunteer coordination and management.
- County coordinator – oversees program and volunteer management of Master Gardeners.
- County support staff – when no program staff position is funded, support staff may be assigned limited assistance to Master Gardener volunteers.

- County contact – this is a voluntary position, usually a leader within a local Master Gardener group, who serves as the primary contact with the state program.

Master Gardener Relationships with the National Cooperative Extension System

University of Minnesota Extension is part of a much larger, national cooperative extension organized on the federal level. The Master Gardener Program is in all fifty states and thanks to the leadership of Extension faculty and the dedication of our volunteers, University of Minnesota Extension has been on the forefront of developing tools and web-based educational systems such as Ask A Master Gardener to assist volunteers, the gardening public and industry in finding solutions and learning about best methods of practice in areas of horticulture.

Master Gardener Program Relationships within the University

The University of Minnesota Extension Master Gardener program is a program of the University of Minnesota Extension horticulture program area within Extension's Center for Food, Agriculture and Natural Resource Sciences. The following shows the internal structure of the Master Gardener program within the University of Minnesota.

University of Minnesota

- *Robert Bruinicks, president*
- *Robert Jones, senior vice-president*

University of Minnesota Extension

- *Beverly Durgan, dean*

Center for Extension Food, Agriculture and Natural Resource Sciences (EFANS)

- *Greg Cuomo, associate dean*

Horticulture Program Area (Consumer Horticulture Group)

- *Carl Rosen, program leader*

Extension Master Gardener Program

Academic home: Department of Horticultural Science

- *Julie Weisenhorn, director*
- *David Moen, program manager*
- *Linda Wasem, executive assistant*

County or Local Master Gardener Program

- *Local extension educator or Master Gardener coordinator*
- *Local Master Gardener contact*

Master Gardener Program Relationships at Local Level

All local programs are part of the larger University of Minnesota Extension state Master Gardener program. While local programs may be county- or multi-county based, all local programs and Master Gardener volunteers are accountable to the state program. Where counties provide financial support for program staff positions, local programs and Master Gardener volunteers are also accountable through the county extension committee to the county board of commissioners.

Master Gardener Program Funding

The University of Minnesota Extension Master Gardener program is supported from a combination of federal, state, county and program generated revenue. Different funding sources support different parts of the program.

University of Minnesota – federal and state funds

- Master Gardener program director and program manager
- Extension educators and faculty who support the Master Gardener program
- Operational support for the above positions
- Information technology and communication support

State Master Gardener Program –state program generated fees, saleable items, event fees, grants

- Master Gardener executive assistant
- Operational and administrative support of state Master Gardener office
- State sponsored trainings and events

County Extension -- county funds (varies based on county Extension budget allocation)

- Local extension educator or Master Gardener coordinator staff positions
- County extension support staff positions
- County extension office operations

Local Master Gardener Program – local program generated fees, saleable items, gifts, grants

- Local Master Gardener educational events, classes, etc.
- Local Master Gardener program operations
- Local Master Gardener revenue share toward local extension staff and/or operations

Master Gardener State Advisory Board

A statewide Master Gardener advisory board is comprised of Master Gardener volunteers and extension staff. It serves in an advisory capacity to the Master Gardener director and program. Master Gardener Advisory Board membership is comprised of 12 Master Gardener volunteers (6 representing a 13 county metro area, 3 representing counties north of I-94, and 3 representing counties south of I-94.) Each member serves a three year term. In addition, there is one member each representing Master Gardener coordinators, extension educators, regional directors, and the Arboretum. The Master Gardener director and program manager also serve on the board. Any active, certified Master Gardener may apply to become a board member. An application requires a recommendation from the volunteer's local Master Gardener coordinator. For more details on the U of MN Extension Master Gardener Advisory Board refer to this link on the Master Gardener website.

<http://www.mg.umn.edu/pdfs/MGBoardBylaws.pdf>

Master Gardener Advisory Board Committees

The Master Gardener Advisory Board has three committees comprised of board members and staff that meet prior to the quarterly board meetings. Those committees are:

1. Marketing/Communications – develop ideas and present recommendations about tools for marketing the local program and events, and building the Master Gardener volunteer community through communications.
2. Education – advises the state program on the educational needs of volunteers and best delivery strategies.
3. Finance – advises on strategies for revenue generation to ensure sustainability of the Master Gardener program.

A diversity committee is also an official committee of the Master Gardener Advisory Board and

Master Gardener program; however the committee only reports to the Board. It is comprised of interested volunteers and staff. The diversity committee works on recommendations and tactics to achieve three statewide goals:

1. Increase cultural competence among Master Gardener volunteers.
2. Provide equal access to Master Gardener services and information to all cultures in Minnesota.
3. Increase diversity among Master Gardener volunteers.

The Master Gardener diversity committee has a web page found on the Master Gardener web site: www.mg.umn.edu/Diversity/index.html

Statewide Master Gardener Volunteer Supports and Opportunities

In addition to the initial Core Course training, the University of Minnesota Extension Master Gardener program provides a number of statewide volunteer supports and opportunities to aid Master Gardeners in their volunteer work and to create a supporting, and fun, network among volunteers.

Communications

There are several ways to keep in touch and take care of business:

- **Master Gardener website** – www.mg.umn.edu The site with links to all important program resources, reporting and sign ups.
- **MGSTATE listserv** – used by the state office to send state and program announcements to this listserv. Subscription is required. Master Gardeners cannot post to this listserv.
- **MASTGAR listserv** – here Master Gardeners share horticulture knowledge with each other to help find answers to horticulture questions. Subscription is optional. Change subscription status by clicking on the following links through the Master Gardener website (www.mg.umn.edu): volunteer online tools, address/password change, LISTSERV settings. Please DO NOT send a message on the listserv requesting to be removed. All messages you send on MASTGAR go to hundreds of Master Gardeners and Extension staff across the state. You can set up a digest format for receiving mail. The digest will bundle all incoming mail for a day into one email message. This eliminates volumes of email, especially during busy periods. Contact your local coordinator or the state Master Gardener office directly if you need additional assistance.
- **Newsletter** – an electronic state newsletter is published and posted online 3-4 times per year

Events and Opportunities

- **Continuing Education Classes** – state-sponsored continuing education classes to test and grow your horticulture knowledge; schedule of offerings is found online; class fees vary; registration is done online.
- **State Fair** – an “Ask a Master Gardener” booth at the Minnesota State Fair; a chance to volunteer for a fun opportunity to gain hours, meet other Master Gardeners and answer fairgoer questions; sign-up is done online.
- **State Master Gardener Conference** – an annual event for all Master Gardeners to gain education, share ideas with other volunteers, receive recognition, tour horticulture venues around the state, hear great speakers and have fun; typical conference costs apply.
- **Ask An Expert / Ask A Master Gardener** – Master Gardeners throughout Minnesota can volunteer to answer consumer questions on

this web-based resource about gardens, lawns and landscapes. Sponsored by the national Cooperative Extension System.

- **Arboretum Help Desk** – Master Gardeners can sign up to answer horticulture questions at the Minnesota Landscape Arboretum in Chaska, either in person or by phone.

Master Gardener Public Benefit

As a public organization, Extension and the Master Gardener program have a responsibility to undertake projects and activities that deliver public benefit, or value. Public value has been defined as the value of a program to those who do not directly benefit from the program. For example, if you teach 20 homeowners to build raingardens and they do so, the amount of runoff in local waterways is reduced. The public benefit is cleaner water for the general public. When planning Master Gardener projects for your local program, be intentional about selecting those that provide public benefit. More and more, stakeholders request public benefit from programs they fund. A 2007 study identified public benefit that can result from the Master Gardener program. Review the outcomes in Appendix A-3. Do your local projects have public benefit?

Chapter 3 Program Guidelines, Policies and Procedures

Minimum Age Requirement

The minimum age of 18 years is required to participate in the University of Minnesota Extension Master Gardener program.

Application and Selection

There are three initial steps required in the selection of Master Gardener volunteers. Some local programs may choose additional steps, like a gardening knowledge test. The three steps required for all applicants include:

1. A written application
2. An interview (formal or informal)
3. A personal background check

The application and selection of persons to become interns is a decision made at the local level by county staff. It may include input from a local Master Gardener volunteer selection committee. Some counties do limit the annual number of interns selected into a local program. In cases where there is not a paid county staff person, recommendations of the volunteer committee and/or contact should be shared with the Extension regional director who will make final approval.

Completed application materials are confidential information and should be held on file by a paid staff person. In situations where there is not a paid staff person, files should be held at an Extension regional office or the state Master Gardener office. Once approved for selection, the intern completes the registration materials necessary to enroll in HORT 1003 Master Gardener Core Course / Horticulture for Home and Garden.

Master Gardeners participate in the program through the county of residence unless otherwise approved by county coordinator and/or the state Master Gardener program. Master Gardeners report directly to their local extension educator or MG coordinator. Where neither exists, Master Gardeners are accountable directly to the state program.

Internship

Following acceptance into the Master Gardener program, a volunteer begins an internship before becoming certified as a Master Gardener. The internship includes education and volunteer service. The volunteer must successfully complete the 49-hour core course. Attendance at all class sessions is required. This is followed by completing a minimum of 50 volunteer service hours by December 31 of the year in which the course is taken. Local programs may choose to match interns with an experienced Master Gardener mentor to welcome and support the intern during the internship year.

Certification and Recertification

Following successful completion of the internship, the volunteer becomes a certified Master Gardener in active status. The volunteer receives an official name badge and a certificate. Certification is valid for one year, based on the calendar year. Certificates and name badges are distributed once per year to county coordinators or contacts.

Annual re-certification of active Master Gardener status requires that the volunteer complete and report at least 25 hours of volunteer service that is approved by Extension during the program calendar year. The volunteer must also complete and report a minimum of 5 hours of continuing education training. Local Master Gardener programs may require additional continuing education hours to retain active status.

Master Gardener volunteers report hours online to the state Master Gardener database. This database is the official record of volunteer involvement. Hours are accumulated on a calendar year, January 1 – December 31. Hours recorded on the database by December 31 each year will be used to determine Master Gardener status and qualification for awards of volunteer hours and years of service. See the policies for approval of hours and instructions for reporting on pages 14-16.

Master Gardener Volunteer Status Classification

Five Master Gardener status categories are maintained in the Master Gardener Program. Status is determined at the end of each calendar year from data reported on the State MG database. Emeritus status is determined at the state level upon request from a local MG coordinator or contact. Status classifications include:

- A* -- Intern or Master Gardener in Training
- A – Certified Active Master Gardener
- TI – Temporarily Inactive
- PI – Permanently Inactive
- E – Emeritus
- TL – Temporary Leave

1. **Intern (A*)** is a status for a new volunteer in training and in his/her first year of the program. This is considered an active status classification. The intern must successfully complete core course and 50 volunteer hours at which time the intern becomes a certified, active Master Gardener. Certificates and name badges are distributed annually through the local program.

2. **Active (A)** status is a classification for certified, active Master Gardeners

who complete a minimum of 25 volunteer and 5 (or more based on county) continuing education hours annually. Status is determined annually by hours reported on the State database.

3. **Temporarily Inactive (TI)** is an inactive status. This status is allowed for someone in good standing who has completed the Core Course, and at least one year of volunteer service. TI allows a Master Gardener to remain in the program but be granted a leave of up to two years with some conditions. While not encouraged, TI allows for a major change in lifestyle, such as a baby, an illness, or other circumstances that make it unrealistic for a volunteer to fulfill their volunteer hours. To be classified as TI, the local county extension educator or Master Gardener coordinator must approve the change and notify the state MG office. For the first year of TI, a Master Gardener is excused from completing volunteer service hours and continuing education hours. After one year of TI status, volunteers must complete continuing education hours. The maximum length of time for TI status is 2 years. After the second year of TI, the volunteer must return to full active status or the participant will be moved to PI status. The year(s) of inactive status will not count towards state awards. Temporarily Inactive Master Gardeners have access to communications and educational information.

4. **Permanently Inactive (PI)** status means the volunteer is no longer an active, certified Master Gardener nor represents the University of Minnesota Extension Master Gardener program. They are archived in the database for record keeping purposes. After three years in the PI status, the former Master Gardener must re-take the Core Course to become active again. Once in the PI status, the former volunteer should be aware that if they represent themselves as a Minnesota Master Gardener, they are violating their original commitment to University of Minnesota Extension. Use of the Extension titles or logos by persons who are not in an active or semi-active status in the State Master Gardener Program are subject to prosecution.

5. **Emeritus (E)** is a semi-active status for Master Gardener volunteers who have made a significant contribution to the program but now must limit active participation most often due to health or aging reasons. Emeritus Master Gardeners continue to serve as a resource to other volunteers and participate in activities as they are able. Emeritus is NOT an award for tenure, nor is it a status for Master Gardeners just too busy to commit to program expectation. It is status change. Emeritus volunteers continue to report hours if possible. To be considered for emeritus status, a volunteer must be an active Master Gardener with a minimum of 10 years or 1000 hours of prior service. Requests to become emeritus status must be initiated by the county Extension educator or coordinator, a Master Gardener contact or a colleague. Requests for emeritus status are accepted by the state office once per year (September / October) and are reviewed by the state Master Gardener advisory board for recommendation to the state director for approval.

6. **Temporary Leave (TL)** is a status used infrequently to address a situation where it is in the best interest of the volunteer and the program to be temporarily removed from the program. The TL status is determined by a local Master Gardener coordinator or the state Master Gardener program. Resolve of a situation in question will determine conditions associated with reinstatement if it is granted. In situations that have very serious and/or legal implications,

the TL status will be implemented immediately. This removes the Master Gardener from the program until the matter is resolved.

Transfer Policy

Transfer from another state

Master Gardeners moving to Minnesota are required to have a letter mailed from their home county or state extension office to the new Minnesota county where they will be volunteering. This letter should confirm that the individual is an active Master Gardener in good standing with that program. It is recommended that all transferees take the Minnesota Master Gardener Core Course. Transferees from adjacent states: Wisconsin, Iowa, North Dakota, and South Dakota, are not required to take HORT 1003, the U of MN Extension Master Gardener Core Course. Transferees from all other states are required to take the Core Course unless approved by the state director. All transferring Master Gardeners must purchase the current core course materials in order to be able to give up-to-date University of Minnesota recommendations. If Minnesota residents take Master Gardener training in an adjacent state they will become certified University of Minnesota Master Gardeners if they purchase the current Minnesota textbook and materials, complete the intern hour requirement, and are approved by their local Master Gardener program.

Transfer between Minnesota Counties

Master Gardeners moving from one area of Minnesota to another may choose to transfer to a county or local program in their new location. A Master Gardener may do so if s/he is an active, certified Master Gardener and is accepted into the program at the new location. Some larger programs have limits on the number of volunteers they can accept into the program. The transferring Master Gardener should have a letter confirming status from the coordinator of the home county. Transferring for other reasons requires the approval of local coordinators and the State Master Gardener program.

Statewide Volunteer Recognition

The Master Gardener program honors the dedicated work of Master Gardener volunteers with special recognition marking benchmarks for both hours and years served. Special certificates and pins are awarded. Hour awards are presented when a Master Gardener reaches 1000 hours of volunteer service with additional recognition presented for each additional 500 hours. Master Gardener volunteers are recognized after five years of service with additional recognition presented for each additional 5 years. Awards are presented at the annual State Master Gardener conference.

Local Master Gardener programs may choose to host additional recognition events and awards for Master Gardeners.

Master Gardener Standards of Behavior

Master Gardener volunteers are representatives of the University of Minnesota Extension and their local county Extension program, and serve at the discretion of the University. Just as it is a privilege for University of Minnesota Extension to work with volunteers who offer their time and talent to Master Gardener program, vol-

Volunteering is a privilege and responsibility, not a right.

unteer involvement in the program is a privilege and responsibility, not a right.

The primary purpose of the standards of behavior is to ensure the safety and well-being of all Master Gardener program participants (i.e. target audiences, staff, other professionals and especially volunteers) and to ensure that volunteers have a positive, enjoyable experience.

Master Gardener volunteers are expected to abide by University of Minnesota Board of Regents Code of Conduct Policy and function within the guidelines of University of Minnesota Extension and University of Minnesota Extension Master Gardener state and local program policies. A complete Board of Regents Code of Conduct Policy can be found on the Master Gardener website: www.mg.umn.edu

In addition to conduct outlined in the Board of Regents document, University of Minnesota Extension Master Gardener volunteers will:

- Uphold volunteerism as an effective way to meet the horticultural needs of Minnesota citizens.
- Accept supervision and support from extension staff while involved in the program.
- Represent their county or local Master Gardener program and the University of Minnesota Master Gardener program with dignity and pride by being positive spokespersons and mentors for others.
- Conduct themselves in a courteous, civil and respectful manner; refraining from profanity and behavior that physically, verbally, or emotionally abuses, threatens or harms any extension program participant.
- Abstain from use or the influence of alcoholic beverages or other controlled substances when interacting with the public as a Master Gardener volunteer;
- Comply with equal opportunity and anti-discrimination laws and the policies of University of Minnesota Extension.
- Perform duties in a responsible, professional and timely manner.
- Dress professionally and wear the Master Gardener nametag whenever serving as a Master Gardener volunteer.
- Report immediately any threats to the volunteer's emotional or physical well-being to the county or state extension staff coordinating the Master Gardener program.
- Be responsible and accountable for personal actions.
- Promote and support Master Gardener activities and their Master Gardener volunteer peers in order to develop an effective county and state program.
- When applicable, operate machinery, vehicles, or other equipment in a responsible manner.

Failure to honor and follow Standards of Behavior can result in termination from the program and loss of all privileges associated with the status of a University of Minnesota Extension Master Gardener volunteer. Local Master Gardener coordinators will inform and work in concert with the University of Minnesota Extension Master Gardener director in all cases of discipline and termination. The director must authorize any termination from the program.

Based on the nature and seriousness of a situation, a volunteer may be placed on "Temporary Leave" status until resolution of a conflict is resolved or the volunteer may be terminated immediately. While attempts may be made to correct disqualifying behavior, resolution may lead to reinstatement, reassignment of volunteer duties, reinstatement with limitations, or termination from the program.

Netiquette

Standards of behavior apply as well to Master Gardener interaction on the internet. The term "netiquette" refers to etiquette displayed while using the internet. As more internet-based tools and programs are used to communicate and share information electronically, it is important that Master Gardeners follow good netiquette standards. Review the netiquette guidelines found in the appendix. Inappropriate communication or misuse of the internet can lead to a Master Gardener being unsubscribed or restricted from using internet-based tools and programs.

Volunteer Service and Continuing Education Hours

Volunteer service and continuing education hours needed to document requirements for volunteer status and recognition are reported on the state Master Gardener database. These are the official hours used to determine status, hours of service and years of service. The reporting year is January 1 through December 31. Volunteers are requested to submit online hours regularly and complete online reporting by December 1 each year. Any hours accumulated in the month of December should be reported online by December 31. Volunteers should expect an annual communication from the state office at year end that recognizes the hours contributed and confirms the volunteer's status for the coming year. Data collected from online reporting is used to generate reports about Master Gardener work. Reports go to federal, state and county stakeholders. Reports help illustrate the value of the program. It is amazing to see the cumulative extent of Master Gardener volunteer work.

For Master Gardeners with limited or no internet access, local programs should institute a buddy system or identify a volunteer who will input data for those individuals.

Volunteer Service Hours

Volunteer or service hours are hours when Master Gardeners teach and educate others. To gain hours, the activity or project to be undertaken should be pre-approved by a local coordinator or the state Master Gardener program prior to commencing with the project. In addition to time spent in direct contact with the community, the time spent researching an answer to a consumer question and time expended preparing educational materials can be counted. Reasonable travel time to and from an educational event can also be counted. Unofficial/unsponsored events, such as talking with family or friends about gardening is not counted toward the required service hours. Contact your local coordinator to get approval before you begin.

Continuing Education Hours

Qualifying continuing education hours are determined by the qualifications of the presenter, not the topic of the program. Education hours should be programs taught or sponsored by extension specialists, extension staff, or University specialists or professors, or approved by extension educators or Master Gardener program coordinators. Education hours are learning opportunities where Master Gardeners are LEARNING. The University of Minnesota Extension Master Gardener program offers several state sponsored continuing education classes annually that fulfill continuing education requirements. Many local programs offer monthly meeting speakers who qualify as instructors for continuing education. Local coordinators have authority to approve or not approve hours, so check before you begin.

Approval of Volunteer Service and Continuing Education Hours

Approved volunteer service hours and continuing education hours must be reported online on the State Master Gardener database. Access to the database for reporting hours is found on the Master Gardener web site: www.mg.umn.edu. Master Gardeners should be sure their service and education activities qualify for hours before the service or educational event occurs. Final decision about qualification of volunteer service and education hours is the responsibility of the local Extension educator, Master Gardener coordinator, or the state director.

Entering Hours Online

To enter hours:

1. Go to the Master Gardener website home page (www.mg.umn.edu).
2. Click on the left side-bar menu item "Volunteer Online Tools." The URL for this page is www.mg.umn.edu/tools.html. On this page you find links to report hours, change your address/password, or sign up for state events.
3. Click on Report Volunteer Hours. On the next page, after the option to "Submit Your Hours",
4. Click on the year. That will bring you to the sign in page.
5. Enter your name, county and password, and then click on "submit."
6. Enter hours and other requested information.

Once onto the reporting page, here are some helpful tips:

- Date: Enter the date of the activity as numerals - 00/00/00 (ex. 03/14/08)
- Hours: Enter hours in decimal format (1.5)
- Adults/Youth - Diverse / Non-Diverse: Diverse here refers the number of non-Caucasian participants; non-diverse refers to Caucasian participants. Enter a number for each. If there are no participants fitting a category, enter 0, a zero. If no demographic information was collected from participants, determination of participant diversity is based on observation and the best judgment of the Master Gardener reporting the hours.
- Description: Be brief in describing the volunteer or continuing education experience
- Project code: Select from the drop down menu
- Mileage: Enter a number only - this is for your tax records

The database counts hours by the calendar year. Hours need to be reported prior to the end of the year. Any hours not reported by the end of the year

will not count toward that year, but may be reported in the next calendar year. Check with your local coordinator to confirm that this is acceptable for your local program.

Using Research-based Information

University of Minnesota Extension Master Gardeners teach research-based horticultural information. This information may be new or different from a volunteer's personal experience or opinion. Teaching research-based information is a premise of Extension's work, purpose and mission. This is an important core value of Extension and Master Gardeners are expected to uphold this value.

The Master Gardener training program provides scientifically based information approved by University of Minnesota experts so that Master Gardeners and the people they assist can make informed choices. When Master Gardeners make recommendations, including the use of commercial products (e.g. fertilizers, insecticides, herbicides and fungicides), they are expected to disseminate scientifically defensible information approved by the University of Minnesota. Master Gardeners work with gardeners who have many different philosophies. Even though Master Gardeners respect individual beliefs, they do not provide information, especially pest and disease control that does not have a scientific basis. For pest and disease control Master Gardeners use only University of Minnesota recommendations and the current pesticide label. Questions concerning commercial production and commercial pest control are to be referred to an extension educator or state extension specialist. While information from University of Minnesota Extension is always the first choice, information from other state extension and academic sources may be used.

Internet Policy

Information and recommendations from the internet must be taken only from extension websites, preferably from Minnesota and the North Central region. While other state websites have good information, the information may or may not be appropriate to Minnesota conditions. The internet gives Master Gardeners access to more information than ever; however, only extension websites, especially those with similar climates, should be used for recommendations.

Using the Master Gardener Title

The title "University of Minnesota Extension Master Gardener" is to be used only and exclusively in Extension programs in which trained interns and certified Master Gardener volunteers provide horticultural education. The volunteers are expected to identify themselves as such only when doing nonprofit public service work in Extension sponsored programs. Master Gardeners are trained paraprofessionals assisting extension staff and are responsible to the local extension educator, designated coordinator and state staff. Master Gardeners are advised to neither advertise their places of business, nor use their title in business advertisements for their employer. This is an Extension public service program providing unbiased, research-based information. Appearing as a commercial activity, receiving personal financial gain, having association with commercial products, or giving implied Extension endorsement of any product or place of business is improper. Master Gardeners may list their education and volunteer service experience on a resume.

Using the Master Gardener Logo

The official University of Minnesota Extension Master Gardener Program logo incorporates the Extension logo and Master Gardener logo. It should be used



From top to bottom:
UMN Extension logo
State Program logo
County program logo

Logo templates can be downloaded from the Master Gardener website:
<http://www.mg.umn.edu/logos.html>

Pantone Matching System color (PMS) for swoosh:
PMS 201 (uncoated paper)
PMS 202 (coated paper)

on all printed materials and other resource items created by Master Gardeners. There are several rules guiding use of the logo.

1. If printing in color, the “Extension” bar should be maroon using ink color PMS 201 for uncoated paper or ink color PMS 202 for coated or glossy paper.
2. Using the University of Minnesota as the measuring line, the logo should be no less than 2 inches wide copy 3”x5” or larger. The logo should be no less than 1.5 inches wide on copy less than 3”x5”.
3. When not printed in color (maroon and black), the logo must be printed using all black ink.

County programs often want their local identity associated with the Master Gardener program. In such cases the county (or local group) name should be located in a straight line below the logo.

Using the Equal Access to Program and Employment statement

As a program and volunteer of the University of Minnesota Extension, local Master Gardener programs and volunteers are committed to the University of Minnesota equal opportunity policy. That policy states:

University of Minnesota Extension is committed to the policy that all persons shall have equal access to its programs, facilities, and employment without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status, or sexual orientation.

Master Gardener programs are expected to ensure that access to both become a Master Gardener and access to events and activities conducted by Master Gardeners are accessible to all. Local Master Gardener programs are encouraged to make efforts to reach out to historically under-represented audiences.

The University’s EPO/EEO statement, as written above or in the shorter alternative version below, must appear on all materials produced by and for Master Gardener programs. It usually appears once per document in a visible location, often on a title page, document cover, or on a credits page. Please be attentive to using it on materials you create locally. Ask your local coordinator for further clarification on using the statement.

***University of Minnesota Extension is
an equal opportunity educator and employer.***

Media Release

Any photo, video or film that you plan to use in your work for University of Minnesota Extension may require a signed photo/media release. Use a release with all identifiable individuals (including other Extension employees) who are principal players in any Extension photo, video or film. Also use the release when private property is recognizable.

A media release form is located on the Master Gardener web site in the Coordinator section. Ask a Master Gardener coordinator to obtain copies as needed or contact the state program. Signed media release forms should be held on file at the local Master Gardener program office, i.e., usually a county Extension office or the state Master Gardener office. It would be good practice

to note on the form some descriptive word(s) that identifies a document that includes the signer's image.

Here are additional Extension guidelines regarding releases:

1. Individuals under the age of 18 need the signature of a parent or guardian. The names and addresses for minors should be obtained and releases sent to parents/guardians before the photos are taken; otherwise, obtain signatures before the images are used in Extension materials.
2. Individuals who are identifiable in a group should sign releases whenever possible. This includes individuals visible in the foreground of large groups being photographed or videotaped in a public place (outside on the sidewalk or street) or in a public building (a big meeting).
3. If you are shooting images of personal or private property (a garden, house, place of business, a commercial building, etc.), ask the owner to sign the release. If you are shooting images of public property, there is no need to obtain written consent from staff or administrators.

Some examples:

- A photo of a festival on main street may require a release from people in the crowd if they are recognizable but does not require a release from the owners of the businesses in the background.
- A photo of a mother and child in a grocery store requires one release from the mother for herself and the child, and another from the store owner or manager.

Copyright

Many publications and resources that Master Gardeners use to create educational material (articles, handouts, power point presentations, etc.) may have a copyright. This includes written material, photographs, and music found in hard copy or online. Before using materials in creating a document, check to see if your references have a copyright. If so, it is important to get permission prior to using them. Check with your local coordinator or the state office to get more details about copyright requirements from the university and acquiring copyright permission. It is always important to acknowledge authors, photographers, and musician when quoting them or using their work in your finished materials. For more about the University's copyright policies: <http://www.copyright.umn.edu/home.htm>

Liability and Accident Coverage as a Volunteer

University of Minnesota indemnification policy is extended to a University of Minnesota Extension Master Gardener volunteer who has completed the required screening process, has an approved application form on file, is listed and reporting hours on the state database, and is in an active status, and in good standing in the program. Coverage is provided only while carrying out authorized responsibilities for University of Minnesota Extension sponsored activities and while performing within the scope and specified duties in a Master Gardener volunteer job description. Personal autos and other vehicles including aircraft are excluded.

There is no blanket accident insurance coverage for University of Minnesota Extension Master Gardeners. However, county/local Master Gardener programs may choose to take out accident insurance for volunteers annually or for specific events. American Income Life Insurance Company handles such coverage at reasonable rates. This company is familiar nationally with Extension

volunteer program coverage.

Receiving Reimbursements

Volunteers receive no money for what they do. If they receive a stipend, they are no longer considered a volunteer for liability purposes. Master Gardeners can be reimbursed for mileage and actual expenses, but do not receive stipends. A fee or donation can be paid to the Master Gardener program for services of the volunteer, but no individual may receive personal financial gain.

Volunteering with Similar Organizations

Master Gardeners may volunteer for other horticulture programs or garden clubs. Such work cannot be credited as Master Gardener hours unless the following criteria is met: 1) the individual is clearly identified as an Extension Master Gardener; 2) the activity is educational and non profit; and, 3) the activity is pre-approved by the local educator or coordinator. Master Gardeners are trained to fulfill needs of communities through Extension programs.

Chapter 4 Fundraising and Financial Management

Fundraising by Master Gardeners

While the primary role of a Master Gardener is to provide horticulture education, it is becoming increasingly necessary for state and local programs to generate funds from private sector donations and fundraising. Local Master Gardener programs need to generate and manage financial resources to supplement and support local projects and program needs. Most often revenues are generated through sales of products (plants, calendars, etc.) or fees for services (class fees, event admission, etc.)

Because the Master Gardener program is not a 501 (c) 3 non profit organization, programs are prohibited from conducting fund raisers using games of chance (raffles, bingo, etc.)

Financial Stewardship

As a public program of University of Minnesota Extension, it is important that money raised to support a local Master Gardener program is handled with the greatest stewardship. Procedures for handling local Master Gardener funds should be transparent and follow sound financial management practices outlined in state Master Gardener program guidelines. University of Minnesota policies and procedures are a basis for these guidelines.

Financial management guidelines for local Master Gardener programs are found in the “*University of Minnesota Extension Master Gardener Financial Management Guidelines*” document. The document can be located on the Master Gardener website. The document covers four broad areas of financial management: taking in money, holding money, dispersing money, and accounting for money. The procedures represent standard best practices. A local Master Gardener program without such procedures in place should take steps to create them. Programs that have procedures in place should review current procedures and make adjustments so they align with the guidelines. In some cases,

local Master Gardener programs may have additional guidelines.

Tax Deductible Donations

Because the University of Minnesota Extension Master Gardener program is not an independent 501 (c) 3 non profit organization, it does not qualify by itself to receipt donations as tax deductible charitable gifts. For the purpose of receiving such gifts, the Minnesota 4-H Foundation, a 501 (c) 3 non profit organization, is set up to serve as a fiscal agent for this purpose for local Master Gardener programs. It is a simple procedure for a local Master Gardener program to establish an account with the Minnesota 4-H Foundation. Once established, a local program can accept tax deductible gifts and grants.

Use of Sales Tax Exemption

While Master Gardener programs are working on behalf of University of Minnesota Extension, in order to use the University's sales tax exempt status when purchasing items, the University must pay directly for the items. This could be either via a University purchasing card or by a check payment from the University. Items may not be purchased exempt if the individual pays directly for the items and is then reimbursed by the University. If staff or Master Gardener volunteers make purchases directly and then get reimbursed, they can not use the University's exemption. Counties are not exempt from sales tax. Purchases made by a county extension office for use by a county Master Gardener program would not be tax exempt.

Chapter 5 Resources for Master Gardeners

Answering home landscape and gardening questions is a primary role of Master Gardeners. Equally important is delivering other forms of horticulture education whether through classes, written articles, hands-on projects, etc. Core course materials provide a wealth of information to draw upon in doing Master Gardener work. More and more Extension resources to support Master Gardeners are available online through the Extension and Master Gardener web sites. A new, and even experienced, Master Gardener can sometimes feel overwhelmed with the wide array of questions asked of them and the enormous amount of information available. Master Gardeners should remember that they are not expected to know the answer to every question, but rather know how and where to research a topic to locate sound, research-based information.

The consumer and environmental horticulture resources available to support Master Gardener work are quite significant. There is a wealth of written and online Extension information. Other Master Gardeners provide a network of support through the MASTGAR listserv and other communication networks. Local Extension educators, six regional extension educators and several extension faculty in horticulture are available to assist Master Gardeners. Selected educators and faculty in other content departments are also available to support Master Gardener work, and, of course, the state Master Gardener program staff is available as well.

When seeking information or answers to horticulture questions, we suggest

you follow these steps:

1. Search materials from your Core Course training or Extension resources.
2. Search online information on the Extension's Garden Information website, the national Cooperative Extension online database of literally thousands of gardening FAQs, or other Extension websites.
3. Search horticulture resources in your local Master Gardener program reference library.
4. Seek assistance from other Master Gardeners through MASTGAR.
5. Seek assistance from local extension educators if those positions are available.
6. Seek assistance from regional or faculty staff when you've exhausted other sources.

It's OK to say "I don't know, but I'll find out". Then get the person's contact information, do more research, and contact them with the answer(s). Master Gardeners are not expected to know everything. What is important is that you take the time to use University information to determine the best answer or answers, and then follow through by getting back to the person.

University of Minnesota Extension Master Gardener Program Staff Contact Information

Julie Weisenhorn

Assistant Extension Professor & State Master Gardener Program Director
Department of Horticultural Science
University of Minnesota
432 Alderman Hall - 1970 Folwell Ave.
St. Paul, MN 55108-6008
Office phone: 612-625-1925
weise019@umn.edu

David E. Moen

State Master Gardener Program Manager
Extension Regional Office, Andover
550 Bunker Lake Blvd. NW, L-1
Andover, MN 55304-4199
(763) 767-3874/ (888) 241-0719
moenx010@umn.edu

Linda Wasem

Executive Administrative Assistant
State Office of the Master Gardener Program
Minnesota Landscape Arboretum
3675 Arboretum Drive
Chaska, MN 55318
Phone: 952-443-1442
wasem001@umn.edu

Key Web Resources: Good Places to Start

The following are a few of the major websites that you will want to become familiar with and bookmark on your computer. All of them provide extensive information

and links to sites on the world wide web. Enjoy exploring these websites and use them as resources for your Master Gardener work:

University of Minnesota Master Gardener website:

<http://www.mg.umn.edu>

University of Minnesota Extension Website:

<http://www.extension.umn.edu/>

University of Minnesota Garden Information Website:

www.extension.umn.edu/gardeninfo

University of Minnesota Department of Horticultural Science

<http://horticulture.cfans.umn.edu/>

University of Minnesota Center for Urban Ecology and Sustainability

<http://www.entomology.umn.edu/cues/>

University of Minnesota Landscape Arboretum

<http://www.arboretum.umn.edu/>

Gardens, Lawns & Landscapes- National Cooperative Extension System

<http://preview.extension.org/horticulture>

University of Minnesota Plant Disease Clinic

- Accepts plant samples from gardeners or professional growers for a fee. Phone: (612) 625-1275
- Will identify the disease organism in 7-14 days. If control recommendations are requested along with the diagnosis, this should be noted in the 'Comments' section of the submission form.
- Submission forms & directions are available at pdc.umn.edu (FYI: do not put a www. before this)

University of Minnesota Soil Testing Laboratory

- Accepts samples from gardeners or professional growers for a fee.
- Offers tests for: soluble salts, lead, phosphorous, potassium, pH, organic matter, and texture class.
- Instructions on collecting & submitting a soil sample are available at
- <http://soiltest.cfans.umn.edu/garden.htm>

Insect Sample Identification by Jeff Hahn, Extension Entomologist

- \$5 fee. Samples only accepted from Master Gardeners or Extension staff.
- Send email to Jeff for specific information needed to include.
- Send to Jeff Hahn: 1980 Folwell, Dept. of Entomology, St. Paul, MN 55108.

Digital Image Submission

- Extension staff only. No Charge. Contact your coordinator to submit a sample.
- Digital images of samples can be sent for plant ID, pest ID, & disease ID.
- Digital photo submission guidelines for info on what to include in photo and submission form: <http://www.extension.umn.edu/capacity/afe/components/forms.html>

Extension Educators

Below are University of Minnesota Extension educators and faculty that Master Gardeners can email or call with complex questions. They also teach the core course and continuing

education class. Note their specific areas of expertise. Please **do not distribute** this information. They are here to support Extension and Master Gardeners, but not to answer general public questions.

Name	Area of expertise	Office phone	Email
Karl Foord	Horticulture Marketing, Fruits	888-241-0839	foord001@umn.edu
Jeff Gillman	Woody ornamentals, IPM	612-624-7432	gillm001@umn.edu
Michelle Grabowski	Plant pathology, IPM	888-241-0719	magrabow@umn.edu
Jeff Hahn	Entomology, IPM	612-624-4977	hahnx002@umn.edu
Gary Johnson	Urban forestry, trees, shrubs	612-625-3765	johns054@umn.edu
Vera Krischik	Entomology, IPM	612-624-7044	krisc001@umn.edu
John Loegering	Wildlife, birds	218-281-8132	jloegeri@umn.edu
Mary Meyer	Herbaceous ornamentals, consumer horticulture, ornamental grasses	952-443-1447	meyer023@umn.edu
Bob Mugaas	Turfgrass	888-241-0839	muga001@umn.edu
Terry Nennich	Fruits, vegetables	218-281-8690	nenni001@umn.edu
Carl Rosen	Soils, composting	612-625-8114	rosen006@umn.edu
Cindy Tong	Vegetables, fruits	612-624-3419	c-tong@umn.edu
Julie Weisenhorn	Sustainable landscape design, consumer horticulture, Master Gardener Program	612-625-1925	weise019@umn.edu
David Zlesak	Herbaceous ornamentals, roses, consumer horticulture	763-767-3518	zles0001@umn.edu
Kathy Zuzek	Woody ornamentals, plant breeding	6510480-7739	zuzek001@umn.edu

Appendix A-I Netiquette for the Internet, Email, and Listserves

A. Always remember why we have the Master Gardener listserv:

1. To share horticultural knowledge
2. To build community
3. To provide support to each other.

B. Technical Problems / Contacts

Do not email the entire list when you have technical problems. Most problems are easily solved, but we have to hear from you before we can help. Contact your county coordinator / contact or the state office.

C. Content

1. **Show respect for fellow Master Gardeners.** Any Master Gardener who makes **derogatory or inappropriate comments** regarding race, gender, age, religion, sexual orientation, or does not show respect for others on the listserv are subject to immediate removal from the listserv and disciplinary action at the discretion of the state program director in accordance with Master Gardener Program policies. If you have concerns about content on the listserv, contact Julie Weisenhorn: weise019@umn.edu; 612-625-1925.
2. **Agree to disagree.** If you disagree with what someone has said online, put all your communication skills into practice as you express that disagreement online.
3. **Ranting online is unacceptable.** It's the equivalent of having a tantrum, something most of us wouldn't do face to face.
4. **Do not type in all capital letters.** It's hard to read completely capitalized messages and IT IS CONSIDERED SHOUTING online. If you need to emphasize a word or two uses asterisks, underline or italicize the words.
5. **Don't put confidential, personal or legally sensitive information in e-mail messages.**
6. **Avoid sarcastic comments, teasing or joking comments.** Readers cannot see you are kidding them and your comments could be misconstrued. If you are not sure how your ideas and comments will be taken, ask someone to read them before sending them.
7. **Don't SPAM, send chain letters or spread hoaxes.** Never pass along warnings about Internet viruses or any other threat without first checking with the [U.S. Energy Department's hoaxes page](#).

D. Practice good online writing skills

1. **Write and type well.** Explain things completely. Take the time to re-read your message before you send it. Poorly written e-mails are a bad reflection on you. Pay attention to style, spelling, grammar, syntax and all the other rules of written communication. It will make a difference how your message is perceived. Check it before you click the send but-

ton.

2. **Be concise.** Keep your email short, brief and to the point. Make sure it clearly expresses your thoughts and ideas. Delete the irrelevant portions of the original message; just leave the portion that you are replying to. Put your reply at the top of the message, so the recipient doesn't have to scroll to the bottom to find it.
3. **Fill in the subject line.** Many people who receive dozens of e-mail a day appreciate seeing something in the subject line because it helps them prioritize the e-mail and find it after it's been filed. Keep the characters in the subject line short. If you don't fill in the subject line, many people will think that your message is either a virus or spam.
4. **Sign your email.** Email addresses are not always comprised of people's names. The receiver may not be familiar with your email address and thus many choose not to respond.

Resources:

1. Riedel, Matthew, "Email Netiquette", Rutgers University
2. <http://mmlweb.rutgers.edu/music127/basic/email.htm>
3. "Netiquette: Rules of the Road and Ethics", Information Technology and Curriculum Resources, University of Texas Health Science Center at San Antonio School of Nursing, <http://mmlweb.rutgers.edu/music127/basic/email.htm>

Appendix A-2

University of Minnesota Extension Master Gardener Program

Position description: Master Gardener Volunteer

Purpose: To provide public education with research-based information from University of Minnesota Extension, or appropriate Cooperative Extension institutions, on best practices in consumer horticulture and environmental stewardship.

Nature and Scope: U of MN Extension Master Gardener volunteers expand the ability of Extension faculty and staff to provide public value and meet the needs of Minnesota citizens in the areas of consumer horticulture and environmental stewardship.

Trained U of MN Extension Master Gardener interns and certified Master Gardener volunteers provide educational programs, interpret Extension recommendations for consumers, and give advice and answers to questions on a broad range of gardening and landscape topics (including plant culture, plant pathology, entomology, soils, environmentally sound best practices, etc.) This is accomplished through formal and informal activities that include plant clinics, telephone or personal contacts, classes, written materials, demonstration gardens, public meetings, etc. U of MN Extension Master Gardeners may provide educational programs to adult or youth audiences through Extension partnerships with schools, institutions, or other organizations (e.g. Conservation Districts, city parks departments, etc.) Master Gardener volunteers may also serve in program leadership roles at local, regional and state levels as assigned or as elected according to program by-laws.

Requirements:

- Must participate fully in and complete core course training; fulfill annual continuing education requirement predetermined by county Extension master gardener program (minimum 5 hrs. annually to remain a certified MG).
- Annually complete a county-specific number of public education volunteer service hours within a predetermined timeframe (minimum 50 hr. intern year/25 hr. each year after to remain a certified MG.)
- Follow University of Minnesota Extension Master Gardener policies and procedures, including responsibility for reporting and responding to reasonable requests for volunteer service.
- Follow University of Minnesota Board of Regents and Master Gardener codes of conduct.
- Follow policies and procedures established by the county/local Master Gardener program.
- Follow University of Minnesota Extension Master Gardener policies pertaining to use of research-based information and making recommendations, especially related to use of pesticides and other pest control measures.
- Be able to communicate effectively with the public by phone, personal contact, group presentation and/or through written language.

- Exhibit an interest in or have knowledge of gardening or other horticulture related area.
- Be able to work with adults and/or youth, and be willing to share horticulture knowledge with others.

Supervision: Based on the Extension staffing arrangement, the University of Minnesota Extension Master Gardener volunteer is supervised by and accountable to county, regional or state Extension staff in charge of the county program.

Benefits:

- Gain knowledge and skills in horticulture science and gardening; continue to stimulate a love of gardening.
- Experience personal satisfaction from helping others and contributing public benefit to the community.
- Receive encouragement and recognition.
- Increase leadership, organizational, decision making and problem-solving skills.
- Gain experience and skills transferable to new employment and volunteer opportunities.
- Establish friendships with fellow garden enthusiasts and develop useful contacts through networking.

Revised 8/2007

The University of Minnesota Extension Service is committed to the policy that all persons shall have equal access to its programs, facilities, and employment without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status or sexual orientation.

Appendix A-3

Public Benefit Stakeholder Valuation of Minnesota Master Gardener Program

In a time of limited public finances and scrutiny of public dollars, documenting the number of people reached by Extension Master Gardeners is not enough. Beyond personal benefits gained by Master Gardeners and the individuals they educate, what is the public benefit of their work?

In 2007 University of Minnesota Extension studied the “public value”, or “public benefits,” of the Master Gardener program. Stakeholder groups including County Commissioners and Extension Committee members, university staff, and Master Gardeners generated data about the public benefits delivered by Master Gardeners through their volunteer work. University of Minnesota Extension evaluator, Tom Bartholomay, created a modified Delphi Technique research approach to conduct the study.

Initially, stakeholders generated 134 attributes of public benefit of the Master Gardener program. Those were consolidated into 42 distinct attributes. All stakeholder groups rated the public value of each attribute as well as Master Gardeners’ position and ability to deliver the attribute. In the end, eight attributes were identified as having much or very much public value by all stakeholder groups and a perception that Master Gardeners have the position and ability to deliver them. The eight ranged from environmental and health-related benefits to attributes that increase community capacity and access to resources.

The results of this study have utility in focusing the direction of the program and in communicating about the program with all stakeholder groups.

With Master Gardener Participants to:

- Articulate MG public value.
- Increase the focus on projects with public value.
- Encourage intentionality within program planning.
- Shift focus toward outcome/impact and away from what “feels good.”

With Extension stakeholders to:

- Provoke deeper thinking about the program.
- Focus the concept of program.
- Provide a framework for reflective self-assessment.

With County stakeholders to:

- Articulate Master Gardener public value for decision-makers.
- Offer a common framework for conceptualizing and discussing the MG program.
- Move discussion beyond the “gardener club” perception of the MG program.
- Provide a framework to educate stakeholders about the MG program.
- Conceptualize program-relevant needs of the community being served.

This study confirms and identifies key areas where Master Gardener programs can make significant public impact. While each local program is unique, paying attention to public benefits of Master Gardener work will ensure the program delivers public value.

8 Final Priority Public Benefit Attributes

In the end, eight attributes of public benefit rated much or very much by all stakeholder groups.

They include:

1. Master Gardener programs improve the natural environment through public education that leads to reduced yard waste, water runoff, pollution, and demands on waste management and landfill systems.
2. Master Gardener programs reduce the spread of hazardous plants, diseases, and insects through public education and consorted collaborative strategies.
3. Master Gardener programs increase the effectiveness of community public service organizations (such as Habitat for Humanity and farmers markets) by partnering with these organizations to broaden and strength their capacity around horticulture solutions.
4. Master Gardener programs increase the safety and health of Minnesotans through public education about appropriate use of pesticides.
5. Master Gardener programs increase the social, emotional, and cognitive abilities of children and youth by engaging them in horticulture through their Junior Master Gardener program, collaboration with schools, and other youth programs.
6. Master Gardener programs provide Minnesota's vulnerable populations (such as children, elderly, and people with disabilities) with increased access to meaningful, multi-skill, community-focused activities.
7. Master Gardener programs increase Minnesotans' access to University of Minnesota Extension Services through its broad and continuous public presence and its referrals of public to other Extension services.
8. Master Gardener programs increase Minnesotans' access to tax supported University of Minnesota research-based information.

Variations between Stakeholder Groups

County Stakeholders

Five of the eight final attributes valued by all stakeholder groups were among the top 10 valued attributes for county decision-makers. Beyond the attributes valued by all stakeholder groups, most notable was the presence of Economic-related attributes and the group's emphasis on environmental attributes.

Master Gardener Stakeholders

Although Master Gardeners were perceived to value more attributes than other stakeholder groups, only two of the eight final attributes valued by all stakeholder groups were among the top 10 valued attributes for Master Gardeners. Beyond the attributes valued by all stakeholder groups, most notable was the presence of attributes related to the economic benefits of the Master Gardener program and the group's emphasis on environmental attributes.

Extension Stakeholders

Five of the eight final attributes valued by all stakeholder groups were among the top 10 valued attributes for Extension staff. Beyond the attributes valued by all stakeholder groups, most notable were the presence of Horticulture-related attributes and the lack of economic related attributes related to economic benefits of the Master Gardener program.

For additional information: David Moen, State Master Gardener Program Manager, Extension Regional Office, 550 Bunker Lake Blvd. NW, Suite L-1, Andover, MN 55304 , Phone: 763-767-3874. Email: moenx010@umn.edu

Revised 8/2007

UNIVERSITY OF MINNESOTA

EXTENSION

The University of Minnesota Extension Service is committed to the policy that all persons shall have equal access to its programs, facilities, and employment without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status or sexual orientation.