

## Administration News from Glen:

It has been a slow process to get our Academic Planning Working groups appointed and charged. I finally completed that task last week for the 4-H Youth Development, Extension Extended Term and Promotion, and Community Horticulture Working Groups. The membership of each working group and the group's charge are contained below. We appreciate the willingness of these individuals to take on a difficult assignment. We have structured the membership of each group to reflect the broad statewide perspectives and interests of educators and specialists working in the program and their clients. The timeframe for the work of the groups is the next eighteen months. We are hopeful their work can be completed by December 15, 2016.

For those not asked to serve on one of these three groups, you are still not "out-of-the-woods" as we have a couple more working groups to appoint in the course of implementing our 2014–2019 Academic Plan.

Thank you for your patience and contributions to planning for UW Extension's success. If you have suggestions or concerns, please contact me.

Best Regards, Glen

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### 4-H Youth Development Working Group

#### II. Strategic Direction, Structure and Leadership of 4-H/Youth Development

Situation: Input received from UWE's external stakeholders clearly identified the 4-H program as a critical and valued Extension initiative. Input received from external stakeholders as well as UW Extension's employees identified both opportunities and challenges for program growth and impacts.

These opportunities and challenges include: 4-H Youth Development policies that foster program uniformity in 4-H across the state; the funding and employment strategies for 4-H Youth Development educators; the state-level organizational structure of the 4-H Youth Development program; approaches and strategies to the leadership and utilization of volunteers; and, partnerships between UWE 4-H Youth Development programs and other local and county programs such as county fair. Based on the importance of 4-H Youth Development to Extension stakeholders, the function, capacity, and growth of the 4-H Youth Development program is a critical part of UW Extension's Academic Plan IV.

Action 3: A UWE working group will be created to consider and recommend strategic directions for UWE 4-H to increase program membership and offer youth greater opportunities for growth, engagement in experiential learning and life skill development. The charge to the 4-H Youth Development Program working group will include: investigate and recommend the best organizational structures, approaches and practices for the UWE 4-H program to promote positive youth development, enhance program participation, encourage statewide uniformity, and increase employee retention.

#### Working Group Membership

Stacy Buchholz  
Kelly Crane – Liaison  
Johnathan Despain

Kellie Chichester  
Warren Crawford  
Bridger Feuz

Joey Johnson  
Tara Kuipers – Co-Chair  
Tansey Sussex – Co-Chair

Gretchen Kelso  
Robin Schamber  
Mary Kay Wardlaw – Liaison

Charge – Recommend tactical and strategic directions for the UW Extension 4-H Program.

**Please complete the task by December 15, 2016.**

Suggested questions and specific topics to be discussed:

- How should the educators be supervised and what are the benchmarks for a successful youth development program?
- What is the appropriate balance in the county 4-H educator's position description between management of the county 4-H program and the education of youth, volunteers and peers?
- What is the appropriate professional experience, education level, and academic training (i.e., disciplines) for county 4-H educator positions? What is appropriate for the management role? For the education role?
- What is the role of the state 4-H office in the statewide 4-H program?
- What is the appropriate administrative structure at the state level to provide leadership and management to the state 4-H program?
- What is the appropriate relationship between county 4-H programs and the state 4-H program?
- What employee accountability mechanisms/strategies could/should be used to support program effectiveness, delivery and greater impact?
- What is the appropriate role and structure of the 4-H Youth Development Initiative team?
- Are their special challenges for a county-based 4-H youth development educator advancing through an academic based merit/promotion system such as our ET&P process? What are they?
- What is unique to 4-H in comparison to other youth serving organizations and how can we effectively capitalize on these attributes?
- What are the expectations of UW Extension clientele relative to 4-H program delivery, content and educator responsibilities?
- How can area educators and specialists best use their 5 -15 % 4-H youth development assignments to strengthen the state 4-H program? Should all Area Educators have a 4-H youth development assignment?

Considerations:

- Serving more youth and greater program uniformity among county 4-H programs are goals of the UW Extension's academic plan and UW Extension administration. Task force deliberations and actions must consider these objectives explicitly.
- Any plan developed that requires more resources will need to have an associated business plan to fund the added costs.
- The plan should consider the relationship of the 4-H Youth Development Initiative and the other four extension initiatives.
- Positive youth development is a tenet of UW 4-H and this must be reflected in any changes proposed by the task force.
- Please explicitly consider the long-term success of the UW Extension 4-H program. Long-term success should be gauged by program participation and impacts on participants.
- Turnover in 4-H educators; its causes and the impacts on the 4-H program is a relevant concern for UWE.
- The financial commitments of county government to 4-H Youth Development are an important consideration.
- The expectations of participants, partners, volunteers, colleagues and the general public for the 4-H program are important considerations.

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### **Extension ET&P Working Group**

#### IV. Academic Professional Extension Educator Extended Term and Promotion

Situation: Each year the Academic Professional Extension Educator extended term and promotion (ET&P) process generates questions and suggestions for improving the effectiveness and efficiency

of the process. UWE administration has used the college level ET&P committee as a sounding board for refinement of the process within the confines of University Regulations. The recent pilot of electronic packets is a significant ET&P improvement. The academic planning process revealed concerns and suggestions for a more effective ET&P system. Issues include: structure of regional peer review committees; recommended ET&P packet structure and format; productivity expectations; and, career tracks for county-focused educators. Based on this input, a more complete review of the Extension Educator ET&P system is in order.

Action 8: A UWE working group will be formed to evaluate the effectiveness of current Academic Professional Extension Educator ET&P policies and practices, and recommend changes that will build Extension program impact and quality.

**Working Group Membership:**

Alex Malcolm	Dallas Mount – Chair
Hudson Hill	Vickie Hayman
Kim Reaman	Mary Martin
John Hewlett	Glen Whipple – Liaison

**Working Group Charge:**

- Examine the current Extended Term and Promotion policies and practices for UW Extension Educators and consider adjustments that would increase the effectiveness and success of the Extension Educators and the success of UW Extension. Issues related to the extended term and promotion process, peer review and organizational incentives that were identified in Academic Planning should be considered. These include:
- The digital packet process in anticipation of making digital packets and packet preparation the standard.
- Geographic vs. initiative based first level peer review.
- The selection process for the state Extension Educator Extended Term and Promotion Committee (second level peer review).
- Organizational incentives for team based activities.
- The evaluation of teamwork and team contribution in ET&P processes.
- More specific guidelines to gauge educator performance at the various ranks to assist those preparing for extended term and/or promotion, and peers and supervisors engaged in the process.
- Organizational expectations and culture guiding the preparation of packets supporting Extended Term Renewal.

**Please complete this task and provide recommendations by December 15, 2016.**

**Considerations:**

- Extended Term and Promotion policies and practices must:
- Be compatible with UW and American Association of University Professors (AAUP) philosophy and guidelines.
- Provide proper incentives for quality work that matches the need and mission of UW Extension and individual and team achievement.
- Ensure a fair process that is as objective as possible.

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**Community Horticulture Working Group**

**III. Community Horticulture and Small Acreages**

Situation: Educational and applied research programs to support increasing and expanding community horticulture needs continue to be addressed by volunteer Master Gardeners and educators/specialists associated with the AG&HORT and SMRR Initiative Teams. Several counties in Wyoming (Campbell, Laramie, Natrona, Park, Platte, and Sweetwater) provide funding to support community horticulture educators. Community horticulture issues represent a tremendous opportunity for UWE to meet critical community needs, expand Extension clientele and realize significant positive impacts to community sustainability and prosperity.

Action 7: A UWE working group will be created to assess the needs and opportunities for UWE community horticulture; evaluate the efficacy of current UWE community horticulture programs and

approaches to program delivery; and recommend strategies to build UWE program impact and better serve community horticulture clientele.

#### Working Group Membership

Kelly Crane - Liaison	Ashley Garrelts
Chris Hilgert	Scott Hininger
Donna Hoffman	Hannah Johnson
Mae Smith	Barton Stam
Jenny Thompson – Chair	Caitlin Youngquist

#### Working Group Charge

Investigate the efficacy of the current UWE Community Horticulture program and recommend strategies to build the program growth and impact and better serve Wyoming communities and citizens.

Specifically;

- Characterize UW Extension's current effort in community horticulture programming in terms of personnel (Specialists), funding and estimated time commitment by Educators.
- Consider future opportunities for UW Extension in these program areas, including: identified needs, program objectives, audiences, partnerships and program delivery strategies.
- Consider how the initiatives should/could work together to develop, deliver and evaluate a comprehensive, statewide Community Horticulture program.
- Develop a strategy to more effectively integrate county-funded horticulture educators with Area Educators/Specialists/UWE Teams in consideration of county budget, workload and scheduling constraints.
- Consider how the Community Horticulture program relates to the small acreage effort. Both are very important to county partners.
- Identify opportunities to strengthen the association of community horticulture/small acreage programs with UW Extension as a whole, the College and UW R&E Centers (i.e., ensure that community horticulture programs are recognized by our clientele as an educational output of UW Extension and the College).

**Please complete the task and provide recommendations by December 15, 2016.**

Considerations:

- Recognize and acknowledge that the Community Horticulture effort involves (could or should involve) all initiatives at some level.
- Program funding recommendations should be hard money, budget neutral or require minimal additional UWE resources. Additional county resources may be a possibility for consideration.
- You have permission/encouragement to dream big in terms of additional resources but do not limit your thinking to actions requiring lots of resources. We may just have to be more thoughtful and creative with current resources.
- Please be very thoughtful about the use of digital technology and media both internally and educationally to expand the impact and reach of the community horticulture program.

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## Update from Mary Kay:

The grant application for John P. Ellbogen Foundation Wyoming Communities, Agriculture, and Rural Living Project competitive grants program has been released. The deadline is **September 1, 2015**. Funding for the competitive grant program is up to \$13,000. One or more projects may be funded and duration of the funded projects may be from one to two years. This program is intended to improve Wyoming communities, agriculture, and rural living. The application was emailed to the all-extension list serve May 14, 2015. It is also available to download on the UWE Employee Resources section of our web site.

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## Personnel News:

**Fremont County, NFS – Position #1205, based in Lander. This is an extended term track,**

Assistant UEE position. Interviews have been held and an announcement will be made soon.

**Sweetwater County, 4-H Youth Development Educator** – Position #4031, based in Rock Springs. This is a non-extended term position. Interviews have been held and an announcement will be made soon.

**Fremont County, Ag & Hort** – Position #0204, based in Lander. This is an extended term track, Assistant UEE position. The position has closed and screening is under way.

**Sublette County, Sustainable Management of Rangeland Resources (SMRR)** – Position #1699, based in Pinedale. This is a non-extended term position. This position has closed and screening is under way.

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## Staff Development/Federal Relations News from Susan:

### **Professional Development News**

Save the dates: November 10-12, 2015 for EPIC (Extension Professional Improvement Conference) will be held in Riverton. We have just sent a call for proposals for con-current sessions at EPIC. Please read through the information, we encourage many of you to submit proposals. All proposals are due July 10. Registration for this year's conference will be available the beginning of September. Members of the planning committee include: Tina Russell, Alex Malcolm, Kimberly Chapman, Shar Perry, Vicki Hayman, Mindy Meuli, Chance Marshall, Melissa Bardsley, Liz Shaffer, Ashley Garrelts, and Mary Kay Wardlaw.

**UW Extension New Employee Training – September 9-11, 2015 in Laramie.** All new employees hired after October 1, 2014 should reserve these dates.

**County Coordinator Training – September 8-9, 2015 – Laramie.** Training will be held in Laramie for County Coordinators. Please hold these dates.

**2015 ESCAPE Conference** - will be held in Laramie this year, September 29 – October 2<sup>nd</sup>. Updated information: <https://www.facebook.com/pages/ESCAPE/119440384858502>

### **Civil Rights Tip**

I have seen a number of brochures advertising programs sent via the internet. Just a reminder, any brochure or flier advertising UW Extension programs, or any collaborative effort with UWE funds contributing to the program should have a non-discrimination disclaimer. Appropriate disclaimers are found on the UWE Website: [https://www.uwyo.edu/employee\\_resources/marketing/letterhead-ppt-disclaimer.asp#disclaimers](https://www.uwyo.edu/employee_resources/marketing/letterhead-ppt-disclaimer.asp#disclaimers).

### **Reporting Tip**

**On-line Contact Reporting – Just a reminder:**

**Everyone** with an Extension appointment is required to complete contact reports. The on-line reporting system is used to gather contact data only. If you have no contacts – you don't report any data for that day. The new program is Web based, and can be accessed from your PC, laptop, I-pad or other tablet, and smartphone. As in the past, this data will be collected from October 1, 2014 – September 30, 2015. All reporting should be entered by September 30, 2015. URL: <http://www.uwextensionreporting.org>. This data is used for a number of reports for UW, the Federal Plan of Work, and documentation of civil rights compliance.

### **Customer Service Tip**

Five easy tips to build a culture of customer service.

**1. Give your customers a warm welcome.**

Sample ways:

- Answer your phone with a smile and energy in your voice.
- Look your customers in the eye, smile, and greet him/her by using her name.

## **2. “Wow” customers with follow-up.**

Sample ways:

- E-mail confirmation of a phone action plan.
- Say, “I think I can get an answer within one hour. Is that acceptable?” Then do it.

## **3. Help customers ask for help.**

Sample ways:

- Ask, “Do you have any questions?”
- Say, “That’s a great question.”
- Ask, “How else can I help you?”

## **4. Say “thanks” for everything.**

Sample ways:

- Say, “Thanks for calling.”
- Say, “Thank you so much for letting us know.”

## **5. Warm up your e-mails.**

Sample ways:

- Open with “Hello, Ms. James,” or “Good morning, Fred.”
- Close with “Thank you for your help,” or “Good hearing from you,” and your name.

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## **Cent\$ible Nutrition Program News from Mindy Meuli:**

Summer is always a busy time for the Cent\$ible Nutrition Program and this summer is shaping up to be no different. The start of this summer has been full of travel for us as we begin looking toward the coming grant year.

In the middle of April, I attended the Program Development Team meeting for Land Grant Universities SNAP-Ed in Washington, D.C. We met with ECOP and Cornerstone to discuss policy and legislation regarding SNAP-Ed programming for Land Grant Institutions. Shortly afterward, Megan McGuffey, Kali McCrackin, and I went to Salt Lake City, UT for the Mountain Plains Region SNAP-Ed Conference. The new Dietary Guidelines, as well as the updated SNAP-Ed Guidelines will have a big impact on our program over the next few years.

May 6-8th, I attended the National Health Outreach Conference (formerly the Priester Conference) in Atlanta, GA. The NHOC highlighted Extension’s health initiatives and the focus on healthier individuals, families, and communities. Melissa Bardsley and I presented a poster on our partnership with the UW medical students (WWAMI) and the downtown diabetes clinic. The following week Megan and Karla Case, CNP/Nutrition and Food Safety Educator, attended the Smarter Lunchrooms Symposium at Cornell University in Ithaca, NY. The Smarter Lunchrooms Movement is a project CNP will hopefully be starting soon with some of our partner schools.

Last week, Megan and I went to the Western Region EFNEP Conference where we focused on writing the new 5-year plan for EFNEP. Over the next few weeks, we will finish our EFNEP plan and continue working on the new 3-year SNAP-Ed plan. Both plans will go into effect October 1st, the start of our new grant year.

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