



## ISU Scott County Extension Master Gardener Management Manual

**Purpose.** The purpose of the **ISU Scott County Extension Master Gardener Management Manual** is to supplement, not supplant, the **ISU Scott County Extension Master Gardeners Bylaws**. This management manual is a tool, a guide to the MG Board of Directors and committee chairs in their duties in managing the Master Gardener program. It was developed as an assemblage of guidance for the ISU Scott County Extension Master Gardener program.

**Mission Statement.** The purpose of the ISU Scott County Extension Master Gardener organization is to:

- Provide home horticultural information and education to the citizens of Scott County consistent with Iowa State University recommendations.
- Increase members' knowledge of horticulture through educational opportunities.

**Revisions.** Revisions to the **Scott County Master Gardener Management Manual** may be made by the Master Gardener Board on an as-needed basis by a majority vote of the Board.

### **Duties and responsibilities – Board Members.**

#### Chair

- Preside over MG Board meetings and the annual meeting.
- Prepare the meeting agenda for MG board meetings; reviews previous board meeting minutes to assure that unfinished business is carried over to the next meeting, as appropriate. Makes copies or arranges for copies to be made by the Extension Office staff for distribution at the Board meeting.
- Serve as Chair of the Nominating Committee and appoint two other members to the Nominating Committee to select a slate of candidates for potential election to the MG Board.
- Call special meetings when necessary. All members of the Board must be notified at least 24 hours prior to the meeting, and a quorum must be present in order to take a vote.
- At the Annual Meeting, the Chair shall present an Annual Report to the members.
- Serve as ex-officio member of all committees.

#### Vice-Chair

- Perform duties of Chair in their absence (chair meetings, etc.). In case of death, disability, resignation, or removal of the Chair from office for any cause, the Vice-chair shall become the Chair for the remainder of that term of office.
- Annual review of bylaws to see if they are current. Changes to bylaws must be approved by the membership.
- Annual review of management manual. Changes to the management manual must be approved by the Board.
- Serve on Nominating Committee.
- Serve as source of information for the Treasurer.

#### Secretary

- Keep accurate minutes of Board meetings and of the annual meeting.
- Provide copies of the minutes to the incoming Secretary at the conclusion of his/her term of office.
- File copies of all minutes in the appropriate folder in the Hort Clinic office.
- Research past records for information that may be needed.
- Provide a brief synopsis or a corrected copy of the Board meetings to the Extension Office for inclusion in the Scott County MG Newsletter. If the minutes are to be reproduced in the newsletter, they need to be approved by the Board before inclusion in the newsletter.
- The Secretary also shall be responsible for any Board correspondence.

### Treasurer

- Serve as chair of the Budget Committee. Recruit budget committee consisting of one other member of the Board, and one non-Board member.
- Chairs budget committee to prepare an annual budget. Presents the proposed budget to the Board no later than the February Board meeting. Once the budget is approved by the Board, provides the budget information to the Extension Office staff to add the budget data to the monthly report. Changes to the budget shall be communicated to the Extension Office staff as needed. Budget increases throughout the year shall be annotated on the monthly report.
- In cases where the committee chairs request additional funds, the Treasurer (or appropriate committee liaison) shall notify the committee chair of the Board decision on the request.
- Present monthly finance reports (prepared by the office staff) to the Board; includes income, expenses, and account balances
- Provide a year-end financial report to the Membership at the Annual Meeting.
- The Treasurer shall maintain a record of property purchased with Master Gardener funds. The following information will be recorded for each item: purchased date, item description, serial number (if appropriate), unit cost.

### All board members

- Attend the monthly Board meetings. If a member is unable to attend a meeting, the individual should notify the Chair of such absence.
- Actively participate in the discussion at the Board meetings.
- Board members may serve as a point of contact to designated committee chairs. These liaisons are assigned at the beginning of each year and stay in close contact with the committee chairs.

### New class representative

- The new class representative is selected by the new Master Gardener class as their representative on the Board of Directors. The individual does not have voting rights at the Board meeting but is free to actively participate in the discussion at the Board meetings.
- The new class representative communicates frequently with members of his/her class to keep them informed.
- The new class representative brings issues / concerns from the members of his/her class to the Board so they can be addressed as appropriate.

### Committee Chair Coordinator

- Serve as a member of the Board of Directors
- Serve a main vehicle of information for committee chairs
- Coordinate the annual meeting for committee chair training soon after the first of the year
- Prepare the annual report summarizing the accomplishments of the committees during the year
- Obtain committee chairs in providing annual / periodic reports to Board of Directors
- Responsible for the record-keeping of the various MG documents (ensures that various committee chairs provide records for committee work at least on an annual basis).
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- **Duties and responsibilities – Committee Chairs**
- Need to be familiar with the information and guidance in the *Committee Chairperson Handbook*.
- Complete the Committee Chair Project / Event Report for each event pertaining to the committee. This report shall include information on budget received, amount of budget expended, and a list of items purchased.
- Responsible for requesting funding for projects. Requests will include the project details and the amount of funding needed. The budget request needs to be submitted prior to the time that the budget committee meets to formulate a new budget for the ensuing year. A completed committee report for the current year will contain a needed budget for the ensuing year.
- The receipt of funding obligates the committee chair to keep financial records and submit required periodic reports to the Board. The Committee Chair shall account for all funds received (an itemized list including date, vendor, amount, type service / product received).

- In the event that the committee expends all of its funds in a year and is in need of additional funds, sufficient justification must be provided to the Board for additional funds. The information shall include a complete accounting of expended fund. Lack of sufficient justification / information may result in the funds not being approved.
- Completes the Publicity Request form when a particular event needs to be publicized.
- It is recommended that minutes are recorded for all MG Committee meetings.
- The committee chair will maintain a notebook with a record of the committee activities. This will provide a ready resource for future committee chairs.

#### **Duties and responsibilities – Volunteer Coordinator**

- Maintain contact with Master Gardeners, determine their interests, and encourage activity in current projects.
  - Be familiar with the job descriptions for Master Gardener committees and assist committee chairs in identifying volunteers.
  - Meet with staff to plan and help coordinate activities.
  - Report monthly to the Master Gardener Board of Directors.
  - Assist with interviews for new Master Gardeners.
    - ❖ Schedule interviews; select interviewers
    - ❖ Review MG service hours and CEUs to determine completion of internship/recertification.
    - ❖ Identify and recognize veteran MGs for years of service and hours worked.
  - Attend several Master Gardener training classes and help volunteers learn about volunteer opportunities.
  - Plan and host the Master Gardener annual meeting.
  - Contribute articles to the monthly Master Gardener newsletter.
- ❖ Skills and Education: Must be a certified Master Gardener. Background in managing volunteers very helpful. Must be a self motivator. Strong organizational / communications skills desired.
- ❖ Selection and Supervision: Selection of the of the Volunteer Coordinator shall be at discretion of the County Extension Education Director and / or the County Horticulturist in consultation with the Master Gardener Board of Directors.
- ❖ Time requirements. Coordinator will work a flexible schedule: must have daytime hours available, although many contacts may be made in the evenings. This position requires a long-term commitment.

#### **Duties and responsibilities – Extension Horticulturist**

- Serve as a major resource to Master Gardeners in the administration of the ISU Scott County Extension Master Gardener program.
- Arrange for new class training as appropriate.

#### **Duties and responsibilities – All Master Gardeners**

- Submit service hours report at least quarterly to the Volunteer Coordinator or designee.
- Submit CEU hours report at least quarterly to the Volunteer Coordinator or designee.
- Further the educational mission of the ISU Scott County Extension Master Gardener organization

#### **Duties and responsibilities – standing committees (as needed).**

1. **Continuing Education.** The Continuing Education Committee shall be responsible for developing and coordinating educational programs for Master Gardener Continuing Education credit, and for designating other programs as eligible for credit according to Board policy.
2. **Public Education.** The Public Education Committee shall be responsible for developing and coordinating public education classes and activities, and providing speakers for community groups requesting programs.

3. **Social.** The Social Committee shall be responsible for planning and coordinating all social activities. Typically, there will be one social event quarterly. Expenses to Master Gardeners and time to organize events shall be reasonable.
4. **Class Facilitator.** The Class Facilitator committee shall be responsible for assisting in the mechanics of classes. They arrange to have a key to allow access to the building, arrange for audio-visual equipment, make coffee, etc., arrange tables for class, place students' name cards on tables, review instructors' bio and introduce class presenters (as appropriate), have sign-in sheets and handouts available, go over homework from the previous class session (if applicable), collect evaluations at class end, put away equipment, put room in order, clean coffee pots, provide forms to the Extension Office and return the key.
5. **Budget Committee.** The Budget Committee, under the direction of the Treasurer, shall be responsible for developing an annual budget and submitting it to the Advisory Board for approval at the January meeting. The Treasurer commences the process in September by preparing a tentative budget based on historical data. During October, the Board will confirm committee chairpersons for the upcoming year and request each to submit a preliminary budget which is to include anticipated expenditures and fundraising activities.

The Budget Committee consisting of the Treasurer, one board member and one non-board member will review the consolidated data, create appropriate budgets and present it to the Advisory Board at the November meeting. The budgets will be finalized after review with the Extension office ex-officio members and will be presented to the Board in December for final approval. The approved budgets will be given to each chairperson by the appropriate Board member in January.

6. **Nominating Committee.**
  - The Nominating Committee shall consist of at least three members: the Board Chair, (the Vice-Chair and / or one other Board member to be determined by the Board), and one non-Board member. The Board Chair shall serve as the Chair of the Nominating Committee.
  - The Nominating Committee shall propose a slate of candidates to the members at least 15 days prior to the annual meeting.
  - The Nominating Committee should seek candidates who have shown a commitment to the program. The Committee may adopt annual guidelines in candidate selection. However, the candidates must have met the annual requirements of the ISU Scott County Extension Master Gardeners of 20 hours of volunteer service and 6 hours of continuing education in the year prior to the election of the Board.
7. **Public Relations/Marketing.** The Public Relations/Marketing Committee shall work with the Extension Media Specialist to publicize events and programs of the Scott County Extension Master Gardeners. This work may be performed by Extension Office staff.
8. **Interview Committee.** The Interview Committee (to create a slate of candidates for the annual Board election) is selected by the Volunteer Coordinator. Interviewer selections are at the discretion of the Extension Horticulturist and the Volunteer Coordinator.
  - Criteria to be an interviewer includes:
    - knowledge of Master Gardener program, friendliness, professionalism.
    - 'active' MG's with 20 hours of volunteer service and 6 hours of continuing education.
  - Interviews are scheduled during the day and evening hours to accommodate the schedules of program applicants as well as the team of interviewers.
  - Interviews are conducted in teams of two to three interviewers.
  - An interview form is used so that all candidates are asked the same questions.
  - Interviews are scored / ranked and class selections are determined based on the results of the interviews.

## Gardeners Dirt

- The Gardener's Dirt is the monthly newsletter which serves as a main vehicle of information to Master Gardeners.
- It is assembled by Extension Office staff.
- Content comes primarily from Master Gardeners, with review by the Extension Director or designee.
- Information to be included in the newsletter must be submitted to the Extension Office by the 15<sup>th</sup> of the month to be included in the next newsletter.
- It typically will include a calendar of events.

#### **Requesting Funds.**

- Committee chairs (or designees) may request funds from the Board of Directors to fulfill the educational mission of Master Gardener program. The purpose for the fund request must be specific enough so that the Board can make an informed decision on the requests. Lack of adequate information may cause the funding request to be tabled by the Board until such time that the information is provided by the committee chair or designee.
- Failure to complete and submit Committee Chair Project / Event Report may curtail any future awarding of funds for the committee.
- It is the responsibility of the committee chair to submit their funding request well in advance of the time the funds are needed.

#### **Property.**

- Property purchased with Master Gardener funds shall be used to further the Master Gardener educational mission.
- Property purchased with joint Master Gardener / Extension Office funds shall be used to further the Master Gardener educational mission or the mission of the Extension Office.
- Disposal of property deemed to no longer be useful by the Master Gardeners will be disposed of by the Master Gardener Board in consultation with the County Extension Education Director and / or the County Horticulturist. Such items shall be identified in writing as to condition of the item and reason for disposal.
- The Treasurer shall maintain a record of property purchased with Master Gardener funds. The following information will be recorded for each item: purchased date, item description, serial number (if appropriate), unit cost.

**Scott County Master Gardener Summary – (Year).** This report is a brief summary of the activities or each committee for the previous year. It is prepared by the Committee Chair Coordinator based on information provided by the Committee Chairs. It is used as an annual report to be distributed at the annual meeting. Content includes: Advisory Board members; brief summary of the annual meeting held in January – number present, etc.; total service hours reported by Scott County; brief summary of each Committee, including number of volunteer hours reported, number events, a brief summary of the events.

**Master Gardener Recognition.** Master Gardeners are recognized for the following:

- Pin for multiples of 5-year service, i.e., 5-year, 10-year, 15-year, 20-year, 25-year
- Pin for cumulative hours of service: 500 hours, 1000 hours, 1500 hours
- Recognition at annual meeting for recertified Master Gardeners – those with at least 20 service hours and 6 continuing education units
- Leadership certificate for serving on the Master Gardener Board of Directors
- Committee chairperson certificate for serving as a committee chair
- Master Gardener Perennials
  - o plaque placed on wall of Cyclone Room for Master Gardeners over 20 years service time.
  - o names added to recognition board for over 1000 cumulative service hours

**Reference Materials.** The Hort Clinic has a large amount of resource information for use. Materials may not be removed from the Hort Clinic without the consent of the Extension Horticulturist. Typically, these materials may not be removed during the period of the year that the Hort Clinic is open (April – October).

### List of forms used by Master Gardeners

Committee Chair Project / Event Report. This form is used by the Committee Chair to summarize a committee activity. A form is needed for each event completed by the committee.

ISU Scott County Extension Master Gardener Project Proposal (updated 9/7/2006). This form is used to request a new project for Master Gardeners.

Publicity Request. This form is used to generate a publicity request for a particular event.

Service Hours Record. This form is used by Master Gardeners to submit volunteer hours they have attained so that they may be recorded by the Volunteer Coordinator or designee. This form should be submitted no less than quarterly.

CEU Record. This form is used by Master Gardeners to submit approved training hours they have attained so that they may be recorded by the Volunteer Coordinator or designee. This form should be submitted no less than quarterly.

MG Board election – sample resume format for newsletter. The sample resume provides a format for an individual to summarize their credentials for inclusion in the newsletter prior to the annual election.

Sample agenda for Board meetings. An agenda is prepared by the Board Chair prior to Board meetings. The Extension Office staff may make copies for distribution at the Board meeting. Copies are distributed to all persons in attendance at the Board meeting.

Sample agenda for Annual meeting. The sample agenda is used by the Board Chair to conduct the business portion of the annual meeting.

Sample minutes template. This template may be used to record minutes from various committee meetings etc. where meeting documentation is needed. It is recommended that minutes are recorded for all MG meetings.

Information on Horticulture Presentations to be Given by Master Gardeners. This form is filled out by Extension Staff on request for presentations to be given. A copy of the form is provided to Chair of the Speakers Bureau to arrange for a speaker for the event.

Class Evaluation. The class evaluation form is distributed by MG class instructors to class members to evaluate the effectiveness of the class. The completed forms are returned to the Extension Office to the Extension Horticulturist.

Interest in ISU Scott County Extension Master Gardener Program. This form is made available at all events where there may be members of the public interested in becoming Master Gardeners. The completed form is returned to the Extension Office to the Extension Horticulturist.

Scott County Master Gardener Scholarship Application. This form is used by prospective new Master Gardener class members to receive financial assistance with cost of the MG classes. The requests are screened by the Extension Horticulturist and passed along to the MG Board for approval of a full scholarship, partial scholarship, or denial of a request.

MG member area of interest form. This form is used to identify Master Gardener areas of interest / expertise to be tallied into a directory to be used as a reference for all Master Gardeners.

Committee signup sheet. This form is used at the Master Gardener annual meeting for Master Gardeners to sign up for the various committees they wish to serve on for the coming year. The sheets are tallied by the Volunteer Coordinator.

HORT Clinic Forms

- Client Information Form – Lawns
- Client Information Form – Trees and shrubs
- Client Information Form – Weeds / Herbaceous plants / houseplants
- Client Information Form – Fruits and Vegetables
- Client Information Form – Insects
- Client Information Form – Wildlife

These forms are used to record data collected during calls to and / or visits to the HORT clinic. The forms are used to track questions coming into the clinic and to assure quality information is distributed to the public. Data from the forms is tallied by the Extension Horticulturist to maintain accurate records of calls to the HORT Clinic.

Scott County Extension Event Money Form - This form is used to outline and record money checked out and returned for classes/events.

Monies collected off-site

- All checks received must be stamped with a restricted endorsement  
(For Deposit Only – A/C # XXXXXXXX)

Preprinted sign-in sheets may be used as documentation of number of paid attendees (example: PAT – state form).

- After the event, the cash received should be counted by two employees or designated volunteers, recorded and signed by both on the Scott County Extension Event Money Form and placed in a sealed envelope. Money and form should remain with the employee or designated volunteer at all times until it is returned to the County Extension office (preferably within 24 hours).

Upon return of cash to the County Extension office, an employee who did not receive the funds at the event, should count the cash and checks and sign an agreement on the form that the funds were counted correctly. In the event of a discrepancy, a supervisor should be alerted.

Note: It is the intent that this Management Manual will serve as a resource for all needed information to administer the ISU Scott County Extension Master Gardener program.