THE MASTER GARDENER PROGRAM

Joining 34 Years of Successful Outreach and Education
Why Do People Volunteer?

- Altruism
- Personal reasons
- To meet people
- Looking to learn new skills
- Looking for relationships
- Looking for a connection
- Looking to get an insiders perspective
- Looking for a job
- Looking to use their workplace skills and talents
- Looking for some fun!

“VolunteerNews” Lead News Article
http://www.volunteerpro.com
But Why Volunteer?

Volunteering...survey says:

✓ 34.2% of those ages 35-49; 30.7% of those age 50-64; 24.8% of those 65 and older volunteered for an organization

✓ What motivates these volunteers:
  ✓ a personal responsibility to help others (65%)
  ✓ to make life more satisfying (58%)
  ✓ organization has an established track record (51%)
  ✓ to help their own community (50%)
  ✓ to make a difference on an issue (49%)
  ✓ to remain active (46%)
The Logic Model

http://njaes.rutgers.edu/evaluation/resources/default.asp
The Rutgers Master Gardener Program agrees to provide:

- Philosophy and direction for the Rutgers Master Gardener volunteer
- Information on state and federal policies that govern RCE and volunteers
- Opportunities for volunteers from all backgrounds
- Assistance, support, encouragement, and motivation
- Educational materials and ongoing training opportunities
- Information regarding coming events and programs
- Recognition for time and effort devoted to volunteer efforts
- Support for all Master Gardener volunteers using due diligence when dealing with the general public’s inquiries
As a Rutgers Master Gardener (Intern, Certified, or Educator) I agree to:

- Maintain my certification by following and fulfilling all annual requirements
- Support and promote Rutgers and RCE Master Gardener Program
- Carry out all duties in a responsible and timely manner
- Work cooperatively with RCE faculty, staff, and other volunteers
- Provide quality service to the public
- Conduct myself in a courteous and respectful manner
- Serve as a positive RCE role model
- Welcome other volunteers from all backgrounds
Goal

To Give Rewarding Customer Service

&

To Experience Rewarding Customer Service
The Value of a Volunteer

Based on census data and reported as a national average and by state at www.independentsector.org.
Rutgers Master Gardener Volunteer Longevity (Years; N = 568)

- 1 to 5: 61.4%
- 6 to 10: 23.8%
- 11 to 15: 4.9%
- 16 to 20: 3.7%
Rutgers Master Gardener Program

Have a Lawn or Garden Question?

Call your county's Rutgers Master Gardener Helpline!

Want to Support the Rutgers Master Gardeners?

Make a donation online, and help the Rutgers Master Gardener program in your county!

Rutgers Master Gardeners are trained volunteers who assist Rutgers New Jersey Agricultural Experiment Station (NJAES) Cooperative Extension in its mission to deliver horticulture programs and information to the general public. Anyone with an interest in gardening and a commitment to volunteer service can become a Rutgers Master Gardener. No previous education or training in horticulture is required.

- Call a Rutgers Master Gardener
- Lawn & Garden Frequently Asked Questions
- What Kinds of Things Do Rutgers Master Gardeners Do?
- What Kind of Training Do Rutgers Master Gardeners Receive?
- Counties With Rutgers Master Gardener Programs
- The Master Gardeners Association of New Jersey
- Become a Rutgers Master Gardener - contact your Cooperative Extension county office
Frequently Asked Questions

Select a topic:

- Fruit Trees
- Garden and Household Pests
- Houseplants
- Lawn Care and Landscaping
- Pesticides and Fertilizer
- Trees and Shrubs
- Vegetable Gardening and Small Fruits
- Wildlife

More Resources

Rutgers Master Gardeners Helplines

Have a Lawn or Garden Question?
Call your county’s Rutgers Master Gardener Helpline!

NJAES in Your County

Find your Rutgers Cooperative Extension county office, your first stop for information and assistance in New Jersey.
What Kinds of Things Do Rutgers Master Gardeners Do?

Rutgers Master Gardeners use their skills in a variety of areas, including:

- Gardening demonstrations
- Telephone Helpline and Plant Clinics
- Community and youth gardening
- Horticultural therapy
- Information booths at county fairs and other public events
- Research assistance at Rutgers, The State University of New Jersey
- Harvesting and packing food for the hungry

https://njaes.rutgers.edu/master-gardeners/
What Kind of Training Do Rutgers Master Gardeners Receive?

Rutgers Master Gardeners receive in-depth, hands-on training in horticulture from Rutgers, The State University of New Jersey faculty and professional staff. Some basic topics include plant biology, propagation, soil science, and disease and pest control. There is a fee to cover material and program costs. (Scholarships are available.) In exchange for the training, Rutgers Master Gardeners agree to volunteer a certain number of hours, working in their community in programs sponsored by Rutgers New Jersey Agricultural Experiment Station (NJAES) Cooperative Extension. Successful graduates of the training become Certified Rutgers Master Gardeners after they complete their volunteer service.

If you are interested in becoming a Rutgers Master Gardener, please contact your Rutgers Cooperative Extension county office.
The Master Gardeners Association of New Jersey

The Master Gardeners Association of New Jersey (MGANJ), an organization made up of representatives from each of the county Master Gardener programs, meets at 10 a.m. on the first Tuesday of every month at the Extension Conference Center, 16 Ag Extension Way, G. H. Cook Campus, New Brunswick, unless otherwise noted.

The purpose of MGANJ is to unite Rutgers Master Gardener programs in a statewide group that will assist Rutgers Cooperative Extension in its basic mission to disseminate research-based information to the general public. It also provides a forum for developing activities in support of Certified Rutgers Master Gardeners/Educators or current Rutgers Master Gardener Interns. MGANJ consists of representatives from all current programs and designated RCE faculty and staff. The MGANJ also coordinates and hosts the Annual Fall Rutgers Master Gardener Conference, held in October on the campus of Rutgers University in New Brunswick.

MGANJ Goals:

- Advise and assist RCE on Rutgers Master Gardener issues of a statewide nature
- Enhance and supplement the basic Rutgers Master Gardener Program by assisting in developing, planning and organizing educational activities
- Assist county and local Rutgers Master Gardener programs by developing and exchanging information, communication, and resources throughout the state
Botany / Plant Identification / Soils and Fertilizers
Basic Entomology / Plant Pathology
Integrated Pest Management
Tree and Small Fruits
Vegetable and Flower Gardening
Turf and Weed Management
Shade Trees and Woody Ornaments
Conifers and Broadleaf Evergreens
Household and Structural Pests
Composting
Principles of Pruning and Maintenance
Animal Damage Control/Wildlife Management
Pesticide Safety and Use
Volunteerism - Successfully Serving the Public and RCE
Specific County program topics
Organic Gardening / Beneficial Insects / Houseplants
Landscape Design Principles
Xeriscaping / Urban and Community Forestry
Birds and Wildlife in The Landscape
Working with Youth / Watershed Management
Horticultural Therapy

Specific County program topics

Perspectives in Regional Environmental Issues (Pinelands, Coastal Habitats, etc)

Public Health and The Environment (West Nile Virus, Lyme disease, etc.)

Selected Topics in Horticulture (any other current / seasonal issues)
County programs annually report activity and impact data to the State Master Gardener Program Coordinator.

Individual county reports include a narrative highlighting a selected program of merit and its achievements.

Data are complied and reported for the statewide program and equivalent monetary value of contributed volunteer time is calculated.

Statewide Program Annual Report is published on-line at [http://njaes.rutgers.edu/mastergardeners/](http://njaes.rutgers.edu/mastergardeners/) and distributed to county governing bodies, stakeholders, university administration, program participants, collaborators and partners.
A Year in the Life...
For any given year, Rutgers Master Gardeners volunteer:

- Clientele assistance through Helpline phone calls and e-mail inquires and face to face in-office consultations
- Speaker’s Bureau and other presentations to clientele
- Demonstrations and educational programs
- Community outreach events and activities
- Assistance with research activities
- Leadership roles and related program management
For any given year, Rutgers Master Gardeners volunteer to:

- Assist land conservancies, historical societies, and Urban Improvement Districts on plant selection, planting techniques, and restoration project designs.

- Provide horticultural therapy programs in hospitals, nursing homes, assisted living and senior citizen centers to facilitate sensory awareness and memory recognition.

- Scout greenhouses in the statewide ICM program, collecting data on pest incidence in seasonal crops worth $10.5 million wholesale.
For the 2016 Calendar Year, Rutgers Master Gardener Program Coordinators reported:

- 281 Newly Trained Rutgers Master Gardeners
- 2,368 Active Rutgers Master Gardeners
- 8,893 New Jersey residents trained since 1984
- 167,209 Volunteer Hours
- $4,591,559 - 2016 Volunteer Value
A Year in the Life

For the 2016 Calendar Year, Rutgers Master Gardeners reported:

- 27,978 Garden Helpline clients
- 133,057 pounds of produce grown, harvested and donated
- 828 educational seminars, workshops, and presentations attended by 21,543 adults and 12,152 youth
- 2,716,267 Cumulative Volunteer Hours since 1984
- $54,247,631 Cumulative Value of 32 Years of Rutgers Master Gardener Volunteer Efforts
Previous Roles in Life

Where do our Rutgers Master Gardeners come from?

- 23.3% - Education, Training and Library
- 21.6% - Healthcare Practitioners
- 14.5% - Business and Financial Operations
- 13.2% - Office and Administrative Support
- 11.7% - Sales and Related

* Survey conducted in 2009 (n=763 responses)
** Individual responses compiled and grouped based on U.S. Census Bureau Occupational Classifications, [http://www.bls.gov/cps/cpsoccind.htm](http://www.bls.gov/cps/cpsoccind.htm)
Survey Says...

What Rutgers Master Gardener’s like most (n = 436)

- 50.2% - Helping the public
- 29.6% - Learning new things
- 9.2% - Meeting and working with other Master Gardeners
- 5.9% - Working with plants
What Rutgers Master Gardener’s like least (n = 176)

- 23.3% - Politics
- 11.36% - Used too much as labor
- 10.2% - Lack of time
- 7.4% - Paperwork
- 1.7% - Friends and Neighbors expect too much
Home

Information on the impact of the NPDN

Impact of the NPDN Fact Sheet 9-16-11
National Impact of the NPDN with Plant Inspection Information 9-16-11

First Detector resources available
Emerald Ash Borer look alike poster and Thousand Cankers Disease photo clue

About This Site

Purpose of this web site
This webpage was created to inform the general public of the existence of the Northeast Plant Diagnostic Network (NEPDN) and to facilitate NEPDN committee function, activities, and organization.

Information available to the general public resides on this home page. In addition to this page, there is a NPDN National Website and the other 4 regions have their own regional websites that may contain regionally specific information. These websites can be accessed by selecting the national or regional acronym from the “NPDN Web Ring” box located on the left-hand side of this screen.

Click Here For Regional Center Staff Contact Information

Northeast Plant Diagnostic Network Member States

- Connecticut - University of Connecticut
  - CT Agricultural Experiment Station
- Delaware - University of Delaware
- Maine - University of Maine
- Maryland - University of Maryland
  - Home & Garden Center
  - Department of Agriculture
- Massachusetts - University of Massachusetts
- New Hampshire - University of New Hampshire
- New Jersey - Rutgers University
- New York - Cornell University
- Plant Disease Diagnostic Clinic
- Insect Diagnostic Lab
- Long Island Hort. Research & Extension Center
New Jersey Weed Gallery

Welcome to the New Jersey Weed Gallery, a collection of photos and descriptions of weeds found in New Jersey. Click on an index below to begin browsing our gallery.

View Weeds By...
Common Name
Latin Name
Thumbnail Images

Weed Search

Weed Control Recommendations

The most frequent request we receive is for control recommendations. We cannot provide that information on this web site. Weed control recommendations that are appropriate for New Jersey may not be appropriate for someone living in another state. Recommendations for homeowners are considerably different from recommendations for commercial enterprises that have access to chemicals whose purchase and use require a pesticide applicator’s license. There are a lot of variables in the weed control equation and without detailed information it is difficult for us to provide satisfactory recommendations.

We suggest that you contact your Cooperative Extension office in your state to obtain control recommendations appropriate for weeds occurring in your geographic location.
Harmful Plants Gallery

Welcome to our Harmful Plants Gallery, a collection of photos and descriptions of plants harmful to humans.

Irritants:
- Beggar Ticks
- Prickly Pear
- Squirrel Tail Barley
- Tearthumb

Poisonous Nightshades:
- Black Nightshade
- Climbing Nightshade
- Ground Cherry
- Horserettle
- Jerusalem Cherry
- Jimsonweed
- Potato Fruit

Poisonous Ornamentals:
- Autumn Crocus
- Black Locust
- Castorbean
- Lily of the Valley
- Poinsettia
Southern Pine Beetle

The Southern Pine Beetle (SPB) *Dendroctonus frontalis* is a forest pest that attacks stands of pine trees in New Jersey. The New Jersey Forest Service has seen a dramatic increase of SPB infestations in Atlantic, Cape May, Ocean, and Cumberland's Counties.

**SBP Information from the New Jersey Department of Environmental Protection**

- **Identification**
- **Impact**
- **Life Cycle**
- **Control**
- **Assessment**

**How To Report a Beetle Sighting**

- Submit a Southern Pine Beetle NJ Sighting Report (PDF)
- Call the New Jersey Forest Service
  - 609-625-1124 (Southern Region)
  - 609-292-2531 (Trenton)
- Or contact your local consulting forester or a certified tree expert.
Invasive Emerald Ash Borer Detected in NJ

New Jersey Department of Agriculture today confirmed that the emerald ash borer (EAB), an invasive beetle that attacks and kills ash trees, has been found in Somerset County by a landscaper investigating unhealthy trees in a Bridgewater retail area last week. Inspectors sent insect larvae samples to the USDA where the specimens were confirmed.

For the past four years the Departments of Agriculture and Environmental Protection (NJDA and DEP) have participated in an Emerald ash borer survey but no beetles were found in more than 300 traps set up around the state. Emerald ash borer had already been detected in Pennsylvania and New York bordering New Jersey. “We will be informing homeowners about the actions they can take to protect their ash trees from this tree-killing insect,” said New Jersey Secretary of Agriculture Douglas H. Fisher.

EAB is now present in 23 U.S. states and two Canadian provinces. It was first discovered in Michigan in 2002 and has since killed tens of millions of trees. “Since the emerald ash borer has been active just over our borders for quite a number of years, we expected that it would be found in New Jersey eventually,” said State Forester Lynn E. Fleming. “The DEP will work with the Department of Agriculture and other appropriate agencies to educate landowners on how to identify this invasive beetle and mitigate infestations.”

The state will now survey trees in the area surrounding the initial find to determine the extent of the EAB infestation. It is expected that a federal quarantine will be expanded to include New Jersey.
Over the phone (10pt scale)

- 8.9  Can’t get a human on the phone
- 8.5  Too many phone steps
- 8.2  Long wait on hold
- 8.2  Unhelpful solution
- 8.1  Extras are pitched
- 7.8  No apology for unresolved problem
- 6.9  Boring hold music or messages

www.consumerreports.org, July 2011, p. 16-18
Top Gripes in Customer Service

In Person (10pt scale)

• 8.7 Rudeness
• 8.2 Too pushy
• 7.5 Can’t find the right person
• 6.9 Waiting at the counter
• 6.4 Waiting for promised follow-up

www.consumerreports.org, July 2011, p. 16-18
A great success from the top of Sussex County to the tip of Cape May!