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**University Administrative Endorsement of the Tennessee Master Gardener Program**

The Tennessee Master Gardener Program is an organized educational outreach program of the University of Tennessee Institute of Agriculture.

Tennessee Master Gardener is the University of Tennessee Extension’s salient volunteer training program that enables the state’s land-grant university to implement part of its mission of outreach and education to local communities. Volunteers are selected, trained and certified to serve the university as volunteer educators in home horticulture and environment.

The Tennessee Master Gardener volunteer certification program is developed and managed by UT Extension, a division of the UT Institute of Agriculture. To attain certification, volunteers must commit to a required amount of service, horticulture and environmental coursework, and standards defining the program. In the effort to continually establish, maintain and promote the Tennessee Master Gardener Program, the UT Institute of Agriculture recognizes, supports and enforces the state Tennessee Master Gardener Guidelines as established by the Tennessee Master Gardener Advocacy Board.

The activities and actionable plans of certified volunteers using the title “Tennessee Master Gardener” are conducting official university business; therefore, every Master Gardener must adhere to the same code of conduct as paid university employees. The University of Tennessee Institute of Agriculture intends to protect programs and volunteers acknowledging the rules that govern them.

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I. Preface

The purpose of this manual is to provide counties interested in working with the University of Tennessee Extension Master Gardener Program the necessary information to start a new Master Gardener Program and manage existing county programs. This manual is a reference that provides the guidelines recommended for the Master Gardener Program’s most effective operation. This manual also includes samples, forms and examples for appropriate modifications.

We hope you find this manual useful in planning and conducting a successful Master Gardener Program.

II. Program Basics

Guidelines for Establishing a County Program

1. Determine an educational need for community horticulture in your county before starting a Master Gardener Program. Starting a program based solely on volunteers’ requests to become Master Gardeners is not advised.

2. Volunteer service is the most important component of the Master Gardener Program. A successful program requires ongoing community assessment, development of volunteer opportunities, volunteer support and management, continued education, and program evaluation. Once trained, volunteers should be considered another “Extension audience” with a need for ongoing education, supervision, management and evaluation. Hosting a training program for Master Gardener volunteers does not constitute a Master Gardener Program.

3. Determine the education needs in your community and identify resources (staff time, trainers, community partners) before selecting volunteers. Consider space needed for materials and supplies (including reference books, plant clinic supplies, a phone, computer and office space for volunteers).

4. Before starting a program, consult the state coordinator, your county director and your regional program leader. Conduct an honest needs assessment before starting a Master Gardener Program in your county. Also, before initiating a program you are encouraged to complete a narrative for a five-year plan for a consumer horticulture program. In your plan for horticulture programming in the county, include a list of the horticulture education needs in the county and ideas on how to address those needs with volunteers. Review the plan with the State Master Gardener Coordinator for guidance and suggestions. This narrative and the consultation should help you identify the scope of the program and how it can be effectively used in your county. Keep in mind that the program is designed to produce competent volunteers who help the Extension office and provide horticultural information to the public. It is not designed to be a course available to anyone with no obligations on the part of the recipients.

5. Understand that the Master Gardener Program is selective and is best suited for potentially active, enthusiastic and effective members. All interested persons must complete an application for the program prior to being selected. Accepted applicants become intern volunteers until they perform the volunteer service and continuing education hours required to become a Certified Master Gardener Volunteer. They should understand that they are representing your county as Master Gardener ambassadors for UT Extension. Recruit and accept people who are able to help Extension implement programs in the county. Ask applicants to describe their horticultural experiences, previous job or community service experiences, related skills, customer service philosophy or other appropriate skills needed in a successful program.

6. Offer a required orientation session for the selected applicants as the first training class. Vocally explain the objectives of the Master Gardener Program and the requirements and responsibility they will have as UT Extension volunteers. Even though applicants have signed an agreement on the application, orientation is an opportunity to clearly state the program goals and volunteer expectations. It gives the applicants a chance to hear UT Extension expectations and ask questions before they begin the training program. This class should offer the opportunity to review non-training-related items such as parking, scheduling, restrooms, cell phone policy, room
set-up and clean-up, speakers, refreshment provisions, name badges, etc. This class should be informative, but also fun/informal and motivational.

7. Follow the Guidelines for Basic Training and Curriculum and the evaluation requirements and core competency standards for the training program. Each new program participant must also review the Tennessee Master Gardener Volunteer Guidelines as part of the Program Overview Learning Objectives.

8. Before the end of training, make sure your interns complete the interest and skills portion of the Tennessee Master Gardener Web site. Make them aware of any immediate needs for these skills with a sign-up sheet for projects.

9. Schedule regular meetings to keep Master Gardeners informed of program activities and the status of current projects. These meetings should incorporate business, social events and educational programs or be a combination of those. Meeting dates should be consistent and considered a high priority in keeping volunteers motivated. Face-to-face interaction is good for sustaining volunteer interest and enthusiasm. Continued education credit may be offered for these meetings. Eventually, a group of volunteers can help implement and plan meetings.

10. Follow the guidelines for program administration provided in this document.

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**Is the Master Gardener Program for Your County?**

The Tennessee Master Gardener Program is designed to train volunteers to assist with county Extension programs in areas of home horticulture that create better environmental awareness and stewardship in the community. The Master Gardener Program is neither designed to train superstar gardeners nor to develop substitute county agents. It will result in considerable demands on your time due to the supervision required in conducting a successful volunteer program (you will become the Local Master Gardener Coordinator). Some benefits of the program include broadened outreach for home horticulture information as well as greater community recognition of Extension programs.

If this program is a fit for your county and you have the time to manage and recruit volunteers to assist you in your horticulture programs, contact the state coordinator for access to the Tennessee Master Gardener Web site.

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**Role of the State Master Gardener Coordinator**

The State Master Gardener Coordinator is an Extension area specialist who serves all counties with Master Gardeners in Tennessee. The State Master Gardener Coordinator is a faculty member in the UT Plant Sciences Department located in Knoxville. The purpose of the position is to develop, train, deliver and evaluate educational programming for areas of urban horticulture and the Tennessee Master Gardener Program. The state coordinator works with appropriate county, regional and state staff, and administrators to meet the goals of the program.

A Master Gardener State Coordinator’s duties include the following:

- Identify, establish and coordinate statewide initiatives for urban horticulture and Master Gardener training to be structured for local program needs.
- Establish core competency standards for the Tennessee Master Gardener curriculum and evaluate the program’s effectiveness.
- Market the total Tennessee Master Gardener Program at county, state and national levels.
- Work collaboratively with other specialists in UT Extension to develop materials for training and program support.
- Communicate program information and reports with administrators, county coordinators, Master Gardeners and other stakeholders.
- Recruit extramural funding for state programming and activities.
- Provide training to leadership and Master Gardener educators.
• Work with the Tennessee Master Gardener Advocacy Board to develop program policies and guidelines to be approved by UT Extension leadership.
• Supply Tennessee Master Gardener training materials and resources for use by county programs.
• Provide content and maintain the Tennessee Master Gardener Web site and volunteer database.
• Consult with agents regarding Master Gardener county program issues and concerns including grievances, complaints and dismissals.

Role of the Local Master Gardener Coordinator

The Local or County Master Gardener Coordinator assesses community needs, determines program direction and manages the Master Gardener Program to meet the needs of the county. Extension-trained Master Gardener volunteers reach the growing population of the county through various community locations and many special outreach events. Master Gardeners answer questions on home vegetable and fruit production, water quality protection, safe use of pesticides in the home garden and landscape, nontoxic pest control methods, and general horticulture.

In addition to adhering to Tennessee Master Gardener Program and University of Tennessee policies, a County Master Gardener Coordinator’s duties and responsibilities include the following:

1. Plan: Create goals and set objectives for the Master Gardener Program that address county needs and execute the Extension plan of work.

2. Organize: Recruit and evaluate candidates and select potential Master Gardeners for training by Extension faculty and staff. Organize and coordinate Master Gardener training classes. Develop courses to meet educational needs for county residents. Train all new Master Gardener interns on UT Extension policies and practices. Provide review and enforcement of policies when needed for all Tennessee Master Gardeners of the county. Publicize and promote community activities of the Master Gardener Program to various media, including UT Extension and State Tennessee Master Gardener Coordinator. Market and promote UT Extension and Extension program information through the Master Gardeners.

3. Supervise: Determine the location of special events (programs, plant clinics, ask the expert booths, etc.) staffed by Master Gardeners by evaluating community needs. Visit special events to evaluate effectiveness. Approve, review or supervise the materials delivered at special events. Provide guidance to Master Gardeners at demonstration sites. Supervise scheduling, placement and performance evaluation of individual Master Gardeners in educational outreach, diagnosis and program support activities. Promote, coordinate and evaluate volunteer speaker bureau activities. Serve as liaison and advisor to the local Master Gardener organization.

4. Validate: Maintain Master Gardener database records of volunteer hours, continued education and county projects on the Tennessee Master Gardener Web site self-reporting system. Collect and summarize Master Gardener data on all public contacts and program impacts and file the appropriate reports to the Tennessee Master Gardener coordinator and in the SUPER system. Supervise the Master Gardener group in data collection and verification of their annual report for submission to the Tennessee Master Gardener state office.

5. Collaborate: Partner with the university system, various agencies and other community outreach programs to increase the impact of the Master Gardener Program.

6. Participate: Attend both regional and statewide meetings of the Master Gardener Program. Participate in or review the minutes of the Master Gardener organization. Participate in professional improvement activities as opportunities arise. Gather information for and contribute to the Master Gardener newsletter.

7. Evaluate: Assess the impacts of the program and the volunteers in the community. Determine improvements, stimulate and communicate a plan for improvements with Master Gardeners.

8. Motivate: Maintain a positive environment for volunteers that will encourage service contributions. Allow volunteers to have input in developing the personality of the program.
Risk Management and Liability

Tennessee Master Gardener volunteers are unpaid “staff” of the University of Tennessee. As a state agency, UT self-insures its general liability exposure. State statute provides that the state may provide a defense for any agent of UT, including a volunteer, against whom claims are filed. However, individuals are only eligible for defense if they can prove they were acting within the scope of the UT duties and in good faith.

To be acting in an official capacity of a UT volunteer, you must be:

1. Currently enrolled as an active volunteer on the Tennessee Master Gardener Program Web site (mastergardener.tennessee.edu).
2. Properly enrolled on SUPER.
3. Acting in good faith and in accordance with Tennessee Master Gardener guidelines.
4. Engaged in activities that are planned, approved and carried out through UT Extension.

If a volunteer is not properly enrolled in SUPER, he or she is not covered. This policy is a UT Risk Management requirement for all UTIA volunteers, not just Master Gardeners.

To enroll a Master Gardener volunteer in SUPER:

- Click on the Enrollment Module.
- Select “Enroll” from the second menu bar.
- Enter the individual personal contact information and save.
- Once the individual personal contact information is entered and saved, select the “Volunteerism” tab on the left hand menu.
- Click edit and complete data entry by selecting the appropriate answers.

Until this last step is complete, the enrollee is not identified as an Extension volunteer.

Volunteers are responsible for their own personal injury claims, except when reimbursement may be provided through the UT Extension volunteer program (web.utk.edu/~rm).

For a general understanding of risk visit the Nonprofit Risk Management Center Web site (www.nonprofitrisk.org) regarding safety issues for volunteers. Any volunteer liability questions should be directed to Carmen Burgos, Extension specialist, volunteer development (cburgos@tennessee.edu).

UT Risk Policy for Public Events

Events organized and hosted for the public by the Extension office or Master Gardener Program should have event insurance. Contact the UT Office of Risk Management for this insurance (UT Office of Risk Management, web.utk.edu/~rm).
UT Risk Policy for Volunteers

As stated from the UT Office of Risk Management (web.utk.edu/~rm/).

The University of Tennessee recognizes the valuable contributions of those persons giving freely of their time and talents for the benefit of the University without compensation. These persons are “VOLUNTEERS” in every sense of the word. The State legislature in the enactment of the Tennessee Claims Commission Act of 1984 recognized the need for the protection of volunteers from legal actions while performing their service on behalf of the University. As such, the volunteers who are registered with the University receive the same civil immunity from liability, as does an employee of the University under the Act. Volunteers under the Claims Commission Act are not covered for Worker’s Compensation.

The term “Registered Volunteer” means those persons who are not employees of the University who provide service to the University in an approved program that are listed and reported to the Division of Claims Administration, State of Tennessee.

To become a “Registered Volunteer” the department having the volunteer must report (register) the volunteer through IRIS. The link to access the electronic form is: ZPHRECORD000 - Record Friend / Pending EE / Guest Traveler Request to go to the Record a Friend/Pending Employee/Guest Traveler screen.

Submitting E-Forms for Individuals without Social Security Numbers:
Each employee, friend, and guest traveler of the University is uniquely identified within the IRIS system by the assignment of a personnel number. The Record Friend/Pending Employee/Guest Traveler e-form allows for the entry of either a personnel number or a social security number when no personnel number has been assigned. When a social security number is entered, that number is used to determine whether or not the person is already in IRIS, and therefore, already assigned a personnel number.

If the person for whom you are originating this e-form does not have a social security number (such as some non-resident aliens), please verify whether or not the person is already identified in IRIS by searching for the person’s name. If found, please use the personnel number for entry rather than leaving it blank. Failure to take this step may cause the person to be duplicated in IRIS, with each record having a different personnel number.

NOTE: For those departments associated with UT Extension – to become a “Registered Volunteer” the department having the volunteer must report (register) the volunteer through SUPER database and the Tennessee Master Gardener Web site.

A report will be sent from the University of Tennessee, Office of Risk Management, to the Division of Claims Administration on a quarterly basis. In the event a volunteer is not properly registered and a claim is made against that person for his/her University service, the Claims Commission will accept the claim as though the volunteer was registered. However, the University of Tennessee will be charged for any expenses or payments made rather than these costs being paid from the Liability Claim Fund. The department failing to register/report their volunteer would be charged for these costs, up to the limit of $300,000.00.
III. Staff Guidelines

Application Process

Completed applications are required prior to training. Applications can be ordered or printed from the Extension Agent Resources page of the Tennessee Master Gardener Web site (always allow two weeks for delivery). The online Tennessee Master Gardener Application (Adobe PDF version) can be uploaded and linked to a UT Extension county Web site for download by interested applicants.

Applications should help you determine if a person would be an effective member of your county’s Master Gardener Program. Applications should not be used to determine how much prior horticultural knowledge a person has, but should be used to 1) See if a person understands the requirements of the program; 2) Has the time to train and volunteer, is receptive to UT teaching and educating the community, and will positively represent the mission of the program.

A PDF version of the Tennessee Master Gardener application is available on the Extension Agent Resources page to add to a county or local Master Gardener Web site. The application is not available on the Tennessee Master Gardener Web site for public download to avoid confusing the county programs and the state program identity or purpose.

Screening Interview

All program applicants should be screened to protect the quality of each program. Our primary focus is to develop quality volunteer educators, not a given quantity of volunteers. The Extension agent should review each application. A selection committee composed of Master Gardeners can be used to select applicants. Use the Interview Questionnaire and Interview Evaluation forms to help you through the selection process. Set the number of applicants by the number of seats available in the training location. Consider leaving a certain number of seats be available for accepting special cases. For example: If you have capacity for 60 you may allow the Master Gardener Selection Committee to chose 55 applicants, leaving five seats open for special circumstances or allowing “borderline” applicants to be reconsidered.

Tip from an Agent:

Rating Applicants

Rating applications should be done on a separate sheet of paper attached to the application. Some agents and committees use an A, B, C rating (A = acceptable, B = borderline, C = culled).

Make notes as to why you rated an applicant with a certain letter. Agents or a Master Gardener committee may also interview borderline applicants or applicants about whom you have specific questions. Be sure applicants are aware that they may receive a call about their applications. The Master Gardener Selection Committee member or the agent may perform in-person or over-the-phone interviews. Use the above criteria and the sample questions and interview evaluation form (available on Tennessee Master Gardener Web site) to select applicants.

Once an applicant is selected you should notify that individual by postal mail or e-mail. The letter should include information on class times, location, absentee policy, office contact information, deposit deadline information (amount due and due date), and class schedule. Consider including the Memorandum of Agreement Form (found on the Master Gardener Web site) and information about the Master Gardener Program. It is important to double-check the mailing list before sending acceptance letters.

Rejecting Applicants

Sometimes, Master Gardener Programs are so successful that there is simply not enough space to accept all the eligible applicants or there are not enough volunteer jobs to be done. Some applicants may also be turned away because the screening committee sensed that the applicant had a desire to volunteer but was unable to fulfill the 40-hour commitment. A letter must be sent to those who have not been accepted (See the Sample Rejection Letter available on the Master Gardener Web site).
Successful Applicants to the Tennessee Master Gardener Program

1. Demonstrate a strong volunteer ethic
2. Commit to becoming a volunteer educator for the UT Extension.
3. Pass a background screening check (formal or informal).
4. Agree to donate a specific number of hours to UT Extension after completing the Tennessee Master Gardener training program. (The program coordinator or UT Extension agent in each county determines this number. The suggested minimum is 40 hours per year.)
5. Be available to perform volunteer work at times needed by the local UT Extension program.
6. Commit to attend the UT Extension Master Gardener training course and complete all assignments and exams.
7. Read, sign and abide by the Tennessee Master Gardener Program Memorandum of Agreement.
8. Have a strong interest or experience in gardening.
9. Have additional skills and interests that may be utilized to fulfill county program needs.
10. Understand and share the mission of University of Tennessee Extension.

Record-Keeping Requirements (Preregistration)

Once an individual’s information is entered into the SUPER system, the application should be filed with other personnel documents in the office for future reference. Files are usually kept six years after termination of service. Suggested records to retain include 1) copy of the original application and 2) copy of the Memorandum of Agreement.

Tennessee Master Gardener Training and Registration on SUPER

All Master Gardener Trainings should be entered in SUPER Training and Registration. Create a course/event is found in the SUPER training materials via Online@UT. Be sure to include details that will help your staff answer questions such as location, instructors/class schedule, requirements for acceptance (acceptance dependent on completed application, successful interview and payment of fees), directions and accommodations for those with disabilities. This course is being taught to meet core competency standards from the Tennessee Master Gardener Handbook curriculum and needs assessment.

All application inquiries should be entered into the SUPER system enrollment. Enrollees who are just inquiring about Master Gardener should have the Master Gardener interest added to their enrollment information (interest tab in SUPER Enrollment). Intern, certified and advanced Master Gardeners should be enrolled in the Master Gardener club/group (contact info tab of SUPER Enrollment).
Checklist to Start a County Master Gardener Program

<table>
<thead>
<tr>
<th>Responsibilities</th>
<th>Completed</th>
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<tbody>
<tr>
<td>1. Determine if your county needs a program.</td>
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<tr>
<td>2. Determine educational needs of county.</td>
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<tr>
<td>3. Identify resources (people – volunteers, staff, community partners).</td>
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<tr>
<td>4. Consider space and supplies.</td>
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<tr>
<td>5. Contact state coordinator.</td>
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<td>6. Contact county director.</td>
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<td>7. Contact regional program director.</td>
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<tr>
<td>8. Complete narrative of five-year plan.</td>
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<tr>
<td>9. Review plan with State Master Gardener Coordinator.</td>
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<tr>
<td>10. Refer to timeline to select volunteer interns.</td>
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<tr>
<td>11. Lead orientation class to explain objectives of the program.</td>
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<tr>
<td>12. Follow Guidelines for Basic Training and Curriculum Requirements.</td>
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<tr>
<td>13. Require interns to complete interest and skills sheet and sign up for projects.</td>
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<tr>
<td>14. Organize a schedule of future meetings.</td>
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<tr>
<td>15. Continue to review Local Master Gardener Coordinator responsibilities.</td>
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</tbody>
</table>

IV. Volunteer Training

The program includes 40 hours of instruction in home horticulture practices and pest control. Ten four-hour sessions are recommended. However, the length of individual sessions may be varied as needed, provided adequate time is given for instruction in each program component of the core curriculum. In addition, a Master Gardener Program orientation session should be conducted prior to instructional sessions. Additional sessions included in the training program; such as communications, field trips and elective subjects; may also be conducted.

Advertising and Publicizing the Training Program

Advertisement of the Master Gardener Program should begin 120 days before the first class. You may use the press release form on the Tennessee Master Gardener Web site (mastergardener.tennessee.edu) to fax to newspapers, radio stations, television stations or other local groups. Make sure you have the proper Extension contact numbers and dates for the training class and specifics about returning applications. Have the Master Gardener Training Committee develop a flier for public display in libraries, community centers, recreation areas and schools.
Handling Fees

The Tennessee Master Gardener registration fee includes the handbook, name badge and Web site access. The registration fee will be required at the time of handbook orders. The registration fee is subject to change as cost of materials and shipping change. You may ask selected participants to place a deposit to hold their class seat.

In addition to the registration fee, county Master Gardener training programs often require extra fees to cover non-Extension speaker travel, materials, concessions, room rental, etc. These training fees and expenses should be managed through the county Quicken account. All Extension employee speaker travel fees should be sent to the dean’s office to be deposited into the county E (E12-5XXX-XXX) account.

Counties may need to add other operating fees to this amount. You will have to determine the amount to charge over the state required registration fee (county Master Gardener fees range from $50 to $150 throughout Tennessee). Consider the costs of the location of training, supplies, travel and refreshments. Operating fees could be required at orientation, the first day of class, or however you chose to handle these fees. Registration fees should first cover the cost of hosting the class and managing the Master Gardener volunteers – including the costs of travel to Tennessee Master Gardener training and events hosted by state and local organizations. Any additional money should be used to support local travel related to the plan of work and horticulture action agenda.

Ordering Materials

All orders for the Tennessee Master Gardener Program are processed through the Tennessee Master Gardener Web site on the Extension Agent Resources page. Program registration fees include the Tennessee Master Gardener Handbook and the certified name badge (to be ordered after the candidate meets the certification requirements, not following the training). Orders must be placed at least two weeks prior to the date needed to allow for shipping and handling by UTIA Supplies and Services. Current materials available for order:

- Tennessee Master Gardener Poster SP637
- How do I become a Master Gardener? SP636
- Tennessee Master Gardener Application SP635
- Certified Master Gardener Name Badge (included in registration)
- Lost Name Badge Order (fee required)
- Lifetime Name Badge (fee required)

The Master Gardener Handbook is not for sale to the public and may be obtained only by enrolled Master Gardener Interns, Certified Master Gardeners and Local Master Gardener Coordinators.

Program Orientation

All programs will provide a basic orientation for new volunteers. Timing of the orientation in relationship to screening or basic training activities is currently at the discretion of the local programs. When possible, invite a few veterans to help you orient new recruits.

Training Attendance

Attendance is required for all class meetings. Volunteers should attend at least 80 percent of the classes and have no more than two excused absences (excused absences can be made up under the direction of the Extension agent). Completion of the course exam with an average passing score is required for certification.

Instructors for Master Gardener Training

Master Gardener training courses may be taught by local Extension personnel, Extension specialists, authorities in the field, or other Master Gardeners. Scheduling speakers will be the responsibility of the Local Master Gardener Coordinator. The material taught must meet the core competency standards of the Tennessee Master Gardener curriculum in the handbook. A speaker’s lesson may be used to supplement the information in the handbook, but must follow UT Extension recommendations.
Audience
Gently remind guest speakers that their audience is a group of home gardeners who will act as home horticulture educators to the community. A speaker’s program should be related to the home garden. For instance, if the speaker uses tobacco plants as disease examples, Master Gardeners need to understand how this example’s issues could affect and relate to home garden health.

Specialists
When requesting a specialist as an instructor for Master Gardener training, the Local Master Gardener Coordinator should make contact by telephone and/or correspondence three months in advance of the date needed. A follow-up letter addressed to the specialist(s) requested is highly recommended. You may also copy letters to the State Master Gardener Coordinator.

Extension Agents
Agents in surrounding counties often serve as instructors. If asking another agent to teach a section of your Master Gardener training, offer to teach a section of his or her training. Extension employees may not be paid out of county accounts for travel. Travel reimbursement should follow the UT Policy and Procedures.

Outside Speakers
When local instructors/resource persons not associated with Extension are used to train Master Gardeners, they should clearly understand the objectives and operating procedures of the program. Provide a copy of the corresponding chapter of the Tennessee Master Gardener Handbook (or any other UT Extension materials) for the speaker ahead of time. Scheduling speakers will be the responsibility of the County Master Gardener Coordinator.

Training Course Curriculum
These recommendations are based on a survey completed in August 2004 and the following premises:

1. The curriculum must balance the need for common statewide standards with the need to tailor the training to local needs.

2. The curriculum should include some core curriculum classes required throughout the state to insure common standards and a minimum level of quality in the Tennessee Master Gardener Program.

3. The curriculum should make up no more than 35 hours of the basic training program. The remaining hours are needed to allow for elective subjects to meet local needs.

There are 10 core curriculum courses for the training program (minimum number of hours devoted to each subject):

- Overview of the Tennessee Master Gardener Program (2 hours)
- Introduction to Horticulture (2 hours)
- Soils and Plant Nutrition (2 hours)
- Water Management (2 hours)
- Plant Pathology (2 hours)
- Entomology (2 hours)
- Weed Science (2 hours)
- Controlling Pests Safely (2 hours)
- Integrated Pest Management (2 hours)
- Lawns (2 hours)

Subject matter areas do not have to be covered in the order indicated above; however, it is important that each subject is allotted ample course time, and that no core curriculum subject area be omitted. Other courses in the Tennessee Master Gardener Handbook should be taught to fulfill the 40 hours of required training for certification.

Since each session covers a specific subject matter area, it is vitally important that students attend all sessions, including the orientation class. If a candidate must miss a session, he/she is responsible for all material covered in that session. A candidate is allowed to miss one instructional session.

The core training program may be supplemented with field trips, workshops, seminars and hands-on training as available in the area. Consider assigning homework at the end of each session to promote more in-depth study of the subject matter by the students. Keep in mind that you may add features to the program, but you should not omit or substitute for anything within the core program.

Program Core Competency Standards
The following core competency standards have been established to standardize the education of the University of Tennessee Extension Master Gardener volunteers.

Each Master Gardener training class should include teaching all of the above 10 core curriculum
courses, reviewing the learning objectives, and formally assessing curriculum understanding with an evaluation tool such as a test or quiz.

**Online Training Materials**

Training presentations may be modified to accommodate a time schedule or a speaker’s needs. All Tennessee Master Gardener training materials are available for download from the Extension Agent Resources page of the Tennessee Master Gardener Web site. Presentations and scripts are available for most of the core curriculum. Exams and answers are also available on the Web site. The UT Extension PEN Instrument for the Tennessee Master Gardener training program is available on SUPER.

**Tennessee Master Gardener Educator Training**

Master Gardener Winter/Summer Schools are in-service trainings for Extension staff and Master Gardener educators. All in-service opportunities are listed on SUPER (training/registration) and advertised through the Tennessee Master Gardener listserv (to join the listserv, visit listserv.utk.edu/archives/tmg.html).

**Be Creative and Have Fun with Your Interns**

Fun tips for getting trainees involved with the volunteer program.

*Refreshments during training* – It is a great way to start the year when the Certified Master Gardeners host the orientation class and pass around an optional sign-up sheet for the trainees to bring in food and refreshments for the rest of the classes. Icebreaking games can engage and stimulate connections among the attendees. Set up a marker board with the topic of the next class and post the names of the trainees responsible for snacks. This method is a great way for trainees to get to know one another and practice volunteerism.

*Set up a Bud Sprout program for trainees and Master Gardeners* – After applications have been selected, match intern candidates with veteran Master Gardener Bud volunteers. Buds can call their sprout, answer questions about the program, and offer encouragement through the training process.
<table>
<thead>
<tr>
<th>Before the process begins</th>
<th>Discuss with State Master Gardener Coordinator:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• The months that Master Gardener training will be conducted.</td>
</tr>
<tr>
<td></td>
<td>• Which neighboring counties are involved in the training program (teamwork is invaluable!).</td>
</tr>
<tr>
<td></td>
<td>• Which agents/specialists will cooperate in the program.</td>
</tr>
<tr>
<td></td>
<td>• The Tennessee Master Gardener Volunteer Handbook, Tennessee Master Gardener County Handbook and this document.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual Responsibilities</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 1</td>
<td>Compile County Master Gardener Annual Report.</td>
</tr>
<tr>
<td>January 15</td>
<td>Return annual report to state coordinator office.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Days Before Class</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>120 days</td>
<td>• Secure location for classes.</td>
</tr>
<tr>
<td></td>
<td>• Order applications, promotional brochures and posters on Tennessee Master Gardener Web site.</td>
</tr>
<tr>
<td></td>
<td>• Contact and secure lecturers.</td>
</tr>
<tr>
<td></td>
<td>• Publicize program and solicit applications. Application deadline should be at least 60 days before first class date.</td>
</tr>
<tr>
<td>90 days</td>
<td>• Confirm speakers for training course.</td>
</tr>
<tr>
<td></td>
<td>• Send a copy of course schedule to state coordinator with dates for training.</td>
</tr>
<tr>
<td></td>
<td>• Review applications and select Master Gardener class at least 50 days before first class. Choose some alternates in case someone selected does not participate or drops out early.</td>
</tr>
<tr>
<td>60 days</td>
<td>• Notify applicants of acceptance. Include Memorandum of Agreement for signature and registration fee, payment and procedures deadlines.</td>
</tr>
<tr>
<td></td>
<td>• Notify applicants of rejection at least 45 days before the first class. Don’t reject until class is full.</td>
</tr>
<tr>
<td></td>
<td>• Notify certified Master Gardeners to coordinate optional Bud Sprout mentoring program (see bud sprout.doc).</td>
</tr>
<tr>
<td>30 days</td>
<td>• Order Master Gardener Handbooks through registration on Tennessee Master Gardener Web site.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Touch base with lecturers.</strong> Send letter identifying course schedule, number of Master Gardeners in class, date and time of lecture and location. Also list materials available for their sessions as well as equipment, supplies, etc. Be sure to include a map with directions. Request that they notify you two weeks in advance of equipment needs. Provide a lesson plan for the course, the test key and copy of the chapter, if necessary.</td>
</tr>
<tr>
<td></td>
<td>• Send final Master Gardener course schedule to State Master Gardener Coordinator.</td>
</tr>
<tr>
<td></td>
<td>• Request any A/V materials you or other speakers will need for teaching a class from your district office.</td>
</tr>
<tr>
<td></td>
<td>• Contact some Certified Master Gardeners to speak at orientation.</td>
</tr>
</tbody>
</table>
### Class Begins

- The first class meeting will be a Master Gardener Program Orientation; include an overview of the Master Gardener Program, including information on the training course, exams and the volunteer aspect of the program.
- Include some active Certified Master Gardeners (for new programs, contact the nearest county agent with a Master Gardener Program) in this session to discuss some of their experiences as Master Gardeners.
- Introduce the class to the local Extension staff. Include an overview of Extension work in the county and some opportunities for their service.
- Provide an intern roster for mentors and participants.

### Days After Class Begins

<table>
<thead>
<tr>
<th>Days After Class Begins</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 days</td>
<td>Verify paperwork is complete.</td>
</tr>
</tbody>
</table>
| 30 days                | Prepare volunteer activity opportunity sheets.  
|                        | Prepare overall training course evaluation forms to be completed by Master Gardeners at the end of the course.  
|                        | Provide instructions for entering hours on the Tennessee Master Gardener Web site.  
|                        | Provide instructions for joining the Tennessee Master Gardener listserv. |
| 60 days                | Hand out description of county volunteer projects/activities for interns.  
|                        | Provide project and committee sign-up sheets intern involvement. |
| END                    | Hold class graduation inviting Certified Master Gardener Volunteers, county commissioners, etc.  
|                        | Ensure receipt of course evaluations.  
|                        | Send list of new Master Gardener volunteers to State Master Gardener Coordinator including name, address, phone number, e-mail, year of participation and county location.  
|                        | Invite interns to attend monthly meeting and join local organization. |

### Days After End of Course

<table>
<thead>
<tr>
<th>Days After End of Course</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 days</td>
<td>Use evaluations to analyze course and make changes for next year’s sessions. Replace lecturers if they receive a poor evaluation by the class. Change time of classes, location, etc. if not suitable.</td>
</tr>
</tbody>
</table>
| 10-12 Months             | Hold graduation luncheon, potluck dinner or banquet to present Master Gardener Program certificates and name badges. Invite notable community leaders, Extension personnel and other program supporters to graduation.  
|                        | Prior to certification ceremony, verify the preferred name volunteers would like to appear on their badge (order 30 days before of graduation date).  
|                        | Recognize the outstanding accomplishments of both Intern and Certified Master Gardener volunteers.  
|                        | Send a note to all Master Gardener volunteers reminding them the importance of the Volunteer Annual Report and provide a deadline of December 1.  
|                        | Compile county annual Master Gardener Volunteer Report (W199) and success stories, and send to the State Master Gardener Volunteer Coordinator by January 15 (see W193 Tennessee Master Gardener County Handbook.pdf). |
V. Volunteer Certification

Certifying Interns
Students with a passing grade who meet the attendance requirement (40 hours of class work) and complete a minimum of 40 hours of volunteer service and eight continued education hours will be awarded a certificate. These students have earned the honorary title of Certified Tennessee Master Gardener Volunteer and indicate to others that they have the approval of University of Tennessee Extension as well educated garden experts in the county or area.

Volunteer Service: Intern Master Gardener volunteers will be required to serve a minimum of 40 hours in return for the 40 hours of training. All volunteer service and continued education hours should be logged into the Tennessee Master Gardener Web site. Recording hours via the Web site is the volunteer’s responsibility.

Memorandum of Agreement: A Memorandum of Agreement must be signed by the Master Gardener student at the Master Gardener Program orientation (first training session or prior) and by the Local Master Gardener Coordinator. The original copy is to be kept on file in the county Extension office.

Testing: Local Master Gardener Coordinators certifying individuals as Master Gardener Volunteers should make every reasonable effort to see that the Master Gardener is adequately qualified for any assignment he/she may take under the supervision and sponsorship of UT Extension. Test materials for each chapter are available on the Tennessee Master Gardener Web site on the Extension Agent Resources page. Use these materials to complete your PEN instrument on SUPER.

The State Master Gardener Coordinator has developed test questions on each subject matter area. Each local coordinator may use his or her discretion in testing methods. A test can be administered once a week (covering material from the previous session) or a midterm and final may be used. All test material must come from information in the Tennessee Master Gardener prepared tests. This part of the course should be scheduled before or after the instructor’s teaching time.

Attendance Requirements
Participants must attend as many classes as possible. In order to be certified, they may not miss more than two classes. Participants should inform the county coordinator of any absences in order to coordinate make-up assignments.

Graduation
Graduation ceremonies are important to motivate and offer closure to the challenges incurred in completing the Master Gardener Program. There are two possible graduations suggestions: Graduation from the training course (not yet a Certified Master Gardener – but a volunteer intern) or graduation as a Certified Master Gardener after completing both volunteer hours and coursework.

Training Course Graduation: This ceremony is a great tool to use to close the training class and motivate interns to participate in county Master Gardener projects. There are many creative ways to motivate your new volunteers. One suggestion is to have the Certified Master Gardeners and mentors host a party and share some of their projects with the group. You could distribute project sign-up sheets and committee chairs could discuss specific projects. Another option is to challenge the new group to start their own class project. Some intern groups may want to host their own party and invite the Certified Master Gardeners. This party is a great opportunity for meeting the group, sharing hobbies and, of course, garden interests.

Certification Graduation: Certification is the reward for the 40 hours of volunteer work and the training. This ceremony gives closure to the volunteer year and provides an opportunity to recognize individual interns and any special volunteers in the group. The county Master Gardener group should host this graduation to thank the new group for their service. Invite special speakers to congratulate the group. Ask your county commissioners, special organization leaders (Keep Tennessee Beautiful, etc.), university officials, etc.

Recertifying Volunteers
Once a Master Gardener completes the first year of training and a year of certification, the volunteer must give a minimum of 25 hours of volunteer service and eight hours of continued education annually to maintain certification. These activities should be entered into the Tennessee Master Gardener Web
site to complete certification. A Memorandum of Agreement is available for recertification if needed.

**Continued Education**
The County Master Gardener Coordinator is responsible for approving continued education opportunities. Continued education should be training that can enhance the volunteers’ contribution to the county program. This approval is left up to the discretion of the managing county coordinator and may not always be horticulture related. For instance, a treasurer may wish to take a course on Excel spreadsheets or bookkeeping, or a Master Gardener educator may wish to take a course on public speaking. Every Master Gardener volunteer must receive and report a minimum of eight hours of continued education for certification. Continued education can be added to monthly Master Gardener meetings for better attendance. Other agents also recommend brown bag programs open to the public and Master Gardeners (these can be taught by Master Gardeners as well).

**Name Badges**
Official Tennessee Master Gardener name badges should only be ordered or worn by Certified Master Gardeners. The first name badge for an individual volunteer is included in the registration fee but should not be ordered until after the volunteer completes the requirements for certification. Double-check the online order form prior to submitting the order to avoid mistakes or misspelled names as you will be responsible for the fees for a reordered name badge. If the printing company made a mistake on the name badge, you should notify the state coordinator office. If a name badge is lost or broken, the individual reordering the badge will be charged a $10 fee.

The following process allows volunteers access to the Tennessee Master Gardener Web site so that they are assigned to a specific county group.

1. If you are a new agent, you will need to request access from the state coordinator. The username and password for the Tennessee Master Gardener Extension Agent Resources site is the same as your SUPER username and password.

2. Volunteers must register for access to the site by going to the Master Gardener Resources page and reading the Instructions for New Users.

3. A verification e-mail will be sent to you after volunteers click the submit button. Click on the link in your e-mail to visit your county Master Gardener Roster (you will be asked to log in with your SUPER username and password) and verify the legitimate volunteers for your county.

4. Once you click the word “verify,” an e-mail will be sent to the volunteer with his or her username and password. The volunteer now has access to the site to enter his or her hours.

If a record-keeper is managing Master Gardener hour entry, he or she should create a generic outside e-mail address (in Yahoo, Gmail, Hotmail, etc.) so that each volunteer’s profile does not need to be changed when a new record-keeper is elected.

**VI. Volunteer Management**

**Tennessee Master Gardener Web site**
**Entering Hours Online (for Master Gardener self-reporting hours)**
Master Gardeners (and Master Gardener Interns) are responsible for entering their volunteer hour reports on the Tennessee Master Gardener Web site. Some may need assistance entering hours. If so, recommend that they find a person in the group to help them or suggest the group have an official record-keeper.
Generating Online Reports

Reports are the main reason we have Master Gardeners turn in their hours – you can count them in your annual impact statements and use the information to plan for next year. To access your reports you must:

– Log in using your SUPER username and password.
– Click on Master Gardener Roster & Reports.
– You should be able to see a list of all the Master Gardeners who are registered as your volunteers. If someone’s name does not appear, it is likely he or she has selected the wrong county. Have the volunteer change the county in his or her profile. If you are a new agent you will need to be added to the list by the state coordinator.
– Click on the Master Gardener name to view/edit the details of the volunteer’s report or the envelope icon to e-mail them if you need to correspond quickly.
– For individuals’ hours to be visible, they must have hours entered for the current year. If not, you can view their hours in Extended Reports. Reporting calendar is January to December (just like the Extension reporting year).

Managing Project List

The projects your Master Gardeners report should be customized for your report. Click on Manage My Projects and add the current approved projects to appear in your Master Gardeners report dropdown box. This list should eliminate duplication and renaming of the same projects as Master Gardeners report their hours. It may be helpful to also add general projects such as Newsletter Preparation, Administrate Meeting Preparation, Educational Program, etc.

This list can be edited as new projects are approved and old projects are completed. Be sure to manage this list to aid in your impact statement reports on SUPER.

Master Gardener County Directory

You will also notice that there is a directory feature under the Roster & Reports. This feature is only visible to agents and can be printed from the Web site.

Utilizing Volunteers

Because the Master Gardeners were selected to increase the diversity of skills, talents and interests in the county program, each will be suited for certain roles within it. Not all volunteers will feel comfortable doing every volunteer opportunity the county office requests, however, each should be encouraged to match the job best suited to his or her abilities and talents.

The Local Master Gardener Coordinator is responsible for approving volunteer activities; these opportunities should be clearly communicated to the volunteers. For a list of suggested activities, consult the Tennessee Master Gardener Volunteer Handbook.

Master Gardener volunteers are considered unpaid employees of the University of Tennessee and are held to a code of conduct and university grievance policy; consult the Tennessee Master Gardener Volunteer Handbook for details and descriptions of the policies.

Motivating Volunteers

Successful Master Gardener programs require matching the needs of the county office with the needs of the community. The role requires working with other staff in the agency to analyze the program’s needs, evaluate what can be done by
part-time volunteer workers and recognize what will be attractive enough to motivate those volunteers. As a Master Gardener Coordinator, the volunteer manager must focus on meeting the needs of both staff and volunteers. Volunteer management is a process, not a product, and is necessary to the success of the Master Gardener Program. Master Gardener volunteer satisfaction is accomplished through attentive orientation, training, deployment, recognition, support and appraisal. A satisfied volunteer can recruit far more people than many staff members.

**Tip from an Agent:**

**Awards Ceremony**

Provide an annual Master Gardener awards ceremony along with the winter graduation ceremony. Invite a prominent public official or a garden speaker to help hand out the awards and graduation certificates. Be creative with the awards and try to recognize special actions in the group. Below are a few examples of what other agents reward in their counties:

- Most number of hours for and Intern and certified Master Gardener.
- Most number of continued education hours.
- Most number of teaching, community and administrative hours.
- Most involved spouse.
- Outstanding mentor.
- Outstanding intern.
- Over 100 hours award.
- Over 500 hours award.
- The Extra Mile Award.
- Youth Service Award.
- Inspire Change Award.

**Program titles and status**

Program titles and status are the most common tools of volunteer recognition for the Master Gardener Program, but they are not the only types of recognition. A local coordinator can create other methods of motivation such as hosting celebrations for holidays or awards banquets for election meetings.

**Active Status** – The Master Gardener volunteer certificate is valid for one year following intern training. Advanced training and recertification are available for those wishing to continue. Continued volunteer support beyond the first year is our primary goal. Recertification for volunteers who wish to maintain active status should include an annual minimum of 25 hours of recommended volunteer service and eight continued education hours. Active Master Gardener cards may be given to Master Gardeners who have completed the requirements.

**The following are Optional Motivation Titles Awarded by Local Master Gardener Coordinators**

**Master Gardener Volunteer, VIP** – A Certified Master Gardener who has remained with the volunteer program for a minimum of three years, and/or has provided exceptional service for the program’s mission. Master Gardener VIPs are eligible for advanced Master Gardener training and a VIP pin, which can be ordered from the Tennessee Master Gardener Web site under Extension Agent Resources.

**Master Gardener Volunteer, Five-Year** – A Certified Master Gardener who has remained with the volunteer program for a minimum of five years, and/or has provided exceptional service for the program’s mission. Five-year Master Gardeners are eligible to receive a five-year pin, which can be ordered from the Tennessee Master Gardener Web site under Extension Agent Resources.

**Lifetime Award Status** – Available to Certified Master Gardeners who have provided 10 years of continuous active service to the program. Lifetime status does not require annual recertification. Program participation is still greatly appreciated and recognized. To be eligible for lifetime status, records of service must be accurate for recommendation and approval by the appropriate Extension agent. All records must be in line with the guidelines of the Tennessee Master Gardener Program.

**Honorary Master Gardener** – An award given to those individuals who have shown overwhelming support for the program but have not been through it. Honorary Master Gardeners have no voting rights – the use of this title is strictly for symbolic purposes. The title Honorary Master Gardener may not be used for personal gain.
Dealing with Complaints
If an individual has an issue with the program and wishes to file a complaint, the Local Master Gardener Coordinator should refer him or her to the grievance policy in the Tennessee Master Gardener Volunteer Handbook. Sometimes complaints arise from personality conflicts or differences in individual opinions unrelated to the program. These personal grievances should be handled as such, but like program grievances, should also be addressed using the Master Gardener code of conduct and the UT Extension grievance policies. The state coordinator is available for consultation on policy and procedural guidance. All local issues will be referred to the county unless otherwise directed by UT Extension administrators.

Reporting Accidents
University volunteers should promptly report accidents, occupational illnesses and incidents of workplace violence to the Local Master Gardener Coordinator for evaluation and possible investigation. Local Master Gardener Coordinators are responsible for properly documenting and reporting incidents according to UT Extension policies.

Leave of Absence
Master Gardener volunteers may join this category if they are unable to complete the above annual requirements, but would like the opportunity to return to active service in the future. An Inactive Status Form must be completed for approval by an Extension agent. This request is valid for one year. Time on leave of absence will not count toward VIP or Lifetime Status.

Accepting Out-of-State or County Transfers
To accept an out-of-state or county transfer, you must request a letter from the transfer’s former managing agent that states that the individual is in good standing and the number of years of service the transfer has performed. The number of years can be added to the Tennessee Master Gardener total of hours for lifetime, VIP or five-year status, if you choose to recognize them.

Accepting Certified Master Gardener volunteers from other states is encouraged using the following criteria.
- Volunteers must provide proof of enrollment in an out-of-state program using either a letter from their former Master Gardener coordinator or their certificate.
- Volunteers must audit the Tennessee Master Gardener Course where work is performed.
- Volunteers are allowed to miss a maximum of two classes.
- Volunteers are exempt from taking class exams.
- Volunteers must volunteer a minimum of 25 hours of recommended volunteer service activities within one year of Master Gardener course.
- Upon completing these requirements, out-of-state Master Gardener volunteers receive a Tennessee Master Gardener Volunteer Certificate and may purchase a Tennessee Master Gardener name badge.

Project Management
The local Master Gardener Coordinator should approve all projects by signing the project request form. Each approved project should be listed in Manage My Projects on the program Web site. The form lists the selection guidelines for the Master Gardener Program. Counties can adjust these guidelines to be more restrictive if necessary.

All projects should be evaluated at the end of the year. The project chair is responsible for submitting a project evaluation to the group or county coordinator. This document should be used to determine the feasibility and necessity of continuing the project.

Demonstration gardens are excellent Master Gardener projects if they have a clear educational purpose and component. Locations should be open to the public (not individual or private property) and should include signage or branding for the local program. Workdays at demonstration gardens can be extremely satisfying even though the hours are not pure education time. This opportunity builds volunteer relationships by providing volunteers time to share and develop confidence in each other as a team. A statewide directory of Tennessee Master Gardener demonstration gardens is available on the Tennessee Master Gardener Web site.

Communication
Tennessee Master Gardener Listserv: The Tennessee Master Gardener program shares announcements, updates and program activities on the Tennessee Master Gardener listserv. All agents and Master Gardener volunteers are responsible for joining/
leaving/changing contact information the listserv and receiving updates on the program. To join, leave, or change e-mail addresses on the listserv, visit http://listserv.utk.edu/archieves/tmg.html. Announcements you wish to share on the listserv should be mailed to ebabbit@utk.edu or posted through the Web site. All e-mails are reviewed before being approved for distribution.

Newsletters: One of the most popular forms of communication within the Master Gardener groups are county newsletters. Newsletters can be mailed, e-mailed or posted on Web sites. Groups usually have a newsletter editor who collects articles for the group and the local coordinator. Important items to include in newsletters include a calendar or events, Extension announcements, meeting summaries or schedules, and upcoming volunteer and continued education opportunities. Master Gardener groups usually use dues to pay for the production and mailing costs of newsletters.

Web sites: Master Gardener groups usually develop Web sites outside the UT Extension system. A page could be added to the UT Extension county site for Master Gardener information and announcements. Personal contact information is not recommended for either of these sites unless an individual has given expressed permission.

Meetings: Group Master Gardener meetings should be held on a regular basis for better participation. County or local coordinators should attend meetings when possible. Groups should be encouraged to host business meetings using Robert’s Rules of Order. Meetings could also offer an educational program for continued education requirements. Meetings should last not longer than one hour unless a special event is planned.

Graphics: Tennessee Master Gardener logos, letterhead and banners are available for download from the Extension Agent Resources page of the Tennessee Master Gardener Web site and are available for official use only.

Fundraising and Master Gardener Money Management

Master Gardeners should follow the financial policies outlined in the Tennessee Master Gardener County Handbook. The county should handle money accepted for the training registration. Group fundraising should provide money for a certain purpose or project and should be accepted and spent according to IRS and Tennessee Master Gardener financial guidelines.

Major Gifts and Donations

The Master Gardener Program has set up a University of Tennessee Endowment account to allow donors to enjoy the benefits of the UT gift credit. Donations of gifts, annuities, endowments and real estate may be considered for the support of the Master Gardener Foundation. Donors need to specify that they would like their gift to support the Master Gardener Program. The Tennessee Master Gardener Gift fund was developed to support the Tennessee Master Gardener program; therefore, gift funds will be used specifically to support development of intern training programs, advanced training and educator opportunities, and other Tennessee Master Gardener events. If an individual has interest in giving to the Tennessee Master Gardener program, contact Beth Babbit (865-974-7324 or ebabbit@utk.edu) or Mark Clark (865-974-5315 or mclark4@tennessee.edu) for more information. Master Gardener county groups can support the foundation through county and state fundraisers, plant sales, and purchasing Master Gardener items from the Tennessee Master Gardener Web store at mastergardener.tennessee.edu.
# Volunteer Management Checklist

## As Needed

<table>
<thead>
<tr>
<th>Task</th>
<th>Notes</th>
</tr>
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<tbody>
<tr>
<td>Mail brochures and applications to individuals requesting more</td>
<td></td>
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<tr>
<td>program information, add each request into SUPER.</td>
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</tr>
<tr>
<td>Order name badges for interns meeting certification requirements</td>
<td></td>
</tr>
<tr>
<td>and certified Master Gardeners requesting a second/replacement name</td>
<td></td>
</tr>
<tr>
<td>badge.</td>
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</tr>
<tr>
<td>Verify Master Gardeners on the Tennessee Master Gardener Web site.</td>
<td></td>
</tr>
<tr>
<td>E-mail group (correspondence secretary) volunteer opportunities and</td>
<td></td>
</tr>
<tr>
<td>announcements.</td>
<td></td>
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</tbody>
</table>

## Monthly

<table>
<thead>
<tr>
<th>Task</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide newsletter editor with Extension Office news, events and</td>
<td></td>
</tr>
<tr>
<td>Master Gardener volunteer opportunities.</td>
<td></td>
</tr>
</tbody>
</table>

## Annually

<table>
<thead>
<tr>
<th>Task</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare for training class with checklist.</td>
<td></td>
</tr>
<tr>
<td>Host a graduation ceremony.</td>
<td></td>
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</tbody>
</table>