



Ask A Master Gardener Volunteer (AaMGV) Guidelines 2022

Qualifications: a minimum of two years as an active MGV in good standing is required. Less experience will be considered under some circumstances, with the approval of the State MGV Program Director or Manager. Participating MGVs must have reliable computer access and the ability to regularly check their email. Above all, MGVs must have a great interest in learning and be willing to research their responses in depth before posting. All time spent responding or researching questions can be logged as volunteer hours.

Initial Training: Online training will be provided annually to new members, as well as those who are already active in AaMGV, to become acquainted with the Ask Extension website. This will include reviewing how to respond to questions and how to determine what are considered reliable, evidence-based resources. You will also learn when questions need to be reassigned to educators or specialists, or if the question is not appropriate for our platform.

Continuing Education: As an active member of AaMGV, you will have access to a Microsoft Teams folder in which you can access, download, and upload PDFs, factsheets, videos, and other resources to assist with our horticultural responses. Additionally, timely updates, alerts, trainings, and webinars will be offered throughout the year (in-person or Zoom) with OSU specialists and educators related to horticulture. You will be able to attend diagnostic workshops at no cost,

Responding to Questions: Responses should be posted within 48 hours of question being submitted, taking into consideration the 8:00 a.m. – 5:00 p.m. workday (weekends not included). The MGV will receive an email notification indicating that they have received a question. Commercial horticulture or herbicide injury questions should be reassigned to Jen. If you do not feel comfortable responding to the question, please email me (andon.1@osu.edu) as soon as possible, and the questions will be reassigned to another MGV or specialist. If 48 hours have passed since the question was assigned, I will follow up with a friendly reminder to please respond. Once an additional 24 hours has passed without response, the question will automatically be reassigned to another MGV.

Vacation Mode: The Ask Extension platform allows you to place yourself on “Vacation Mode” which temporarily prevents you from receiving a question. Please let me know when you will be marking yourself on vacation for extended periods of time (>2 weeks).

Quality Control: Periodically, I will go in and look at responses to be sure we are being consistent and providing polite, timely and accurate responses. If at any time you would like me to look over your response or give you feedback, please just reach out.

Removal from AaMGV: If you wish to be removed from the program, contact Jen Andon. Additionally, MGVs may be removed from AaMGV for not adhering to the guidelines. Jen will contact the MGV to provide coaching if needed. MGVs who are not in good standing will be removed from the program. County Coordinators must notify Jen Andon when a volunteer becomes inactive or resigns.