

Volunteer Program Management: Utilization of Master Gardener Volunteers Participant Guide

Cooperative Extension supports communities by developing the capacity of our citizens, so they are prepared to better address challenges and opportunities, improve quality of life, and build strong and vibrant networks. We ground our public issues education and trainings in evidence and research-based knowledge. We work toward the long-term sustainability and well-being of communities through collaborations and partnerships that enhance active and representative participation toward enabling all community members to shape our collective future. We embrace partnerships based on mutual respect and trust as they provide a foundation for innovative strategies and informed decision making to create positive and lasting change. The widespread appeal of gardening provides opportunities to use gardens to connect with diverse audiences and make garden-based education a catalyst for addressing food security and hunger; climate change; sustainable energy; childhood obesity and nutrition; food safety; and youth, family and community development.

These sections were developed to strengthen your MGV volunteer management system: share basic components of volunteer development and management, learn the benefits of a consistent approach, and explore and contribute pieces that uphold the ISOTURE model of leadership development.

By actively participating in Program Management: Utilization of Master Gardener Volunteers, you will:

- Identify effective volunteer engagement and utilization based on CCE ISOTURE Model and Roles and Responsibilities.
- Learn strategies and resources for utilizing MG Volunteers.
- Review National Extension MG utilization resources for MGV Coordinators.
- Review CCE policy, procedures and guidelines for Volunteer Engagement in the era of COVID-19

Before Session

READ:

- Review these state-wide programs that Master Gardener Volunteers in your county can be involved in:

Adult:

- [Seed to Supper](#) (we will cover more on this program later in this course)
- [Vegetable Varieties for Gardeners \(VVfG\)](#)
- [Vegetable Variety Trial Gardens \(VVTG\)](#) and [Promotional page](#)
- [Gardening in a Warming World](#)

Building Strong and Vibrant New York Communities

Diversity and Inclusion are a part of Cornell University's heritage. We are a recognized employer and educator valuing AA/EEO, Protected Veterans, and Individuals with Disabilities.

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Youth:

- [Seed to Salad](#)
- [Vegetable varieties investigation \(Vvi\)](#)
- [Gardening in a Warming World: Youth Grow!](#) (New)

WATCH:

- [PowerPoint Presentation](#) on Utilizing Master Gardener Volunteers
- [Recruiting and Retaining Diverse Volunteers recording](#)
- Volunteer Engagement in the era of COVID-19
 - Webinar: CCE Volunteer Support amidst COVID-19
https://vod.video.cornell.edu/media/CCE+Volunteer+Support+amidst+COVID-19/1_lmzqtg1s
 - Handout:
<https://cornell.app.box.com/s/3xmser2e75q9fov02buao0ewjz6f4kr3>
 - Engaging and Supporting Volunteers During Coronavirus:
<https://www.energizeinc.com/coronavirus-seminar>

DO:

- Review the materials regarding volunteer involvement on Resources for [CCE offices and staff who need to adjust operations due to COVID-19](#).
- Consider the benefits of volunteer mentoring, pairing veteran volunteers with incoming trainees and interns. Read and review the mentoring materials in the handouts and County Examples provided:
 - CCE Dutchess Mentoring Program Overview and Questionnaire

THINK:

- Are your volunteers engaged in any of these NYS programs featured here? Share your successes and challenges.
- During the COVID-19 Pandemic, how has this affected volunteer activities and volunteerism overall?
- ISOTURE: How have you used this model in your program, and/or how will you use in the future?

Opening and Introduction

- Facilitator reviews housekeeping, ground rules, learning objectives, and class flow.

Reconnect

- Partner up to discuss the question listed under the pre-work THINK prompt on page 2.

Utilization of Master Gardener Volunteers

- Listen to presentation.

Conclusions

- Facilitator leads group reflection on key take home points and any lingering questions.

Program Feedback

- Share your insight to help us improve the program, report results, & plan for the future.

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Knowledge Check

- Assess what you now know. Be motivated and empowered to share your knowledge with your peers and to learn more.

After Session

REFLECT:

- What happened?
- What was my response to what happen? How do I make sense of it?
- How does it relate to other things I know?
- What can I conclude?
- What might I do differently next time?

LEARN MORE:

- 501 Commons, [Volunteer Management Guide](#)
- Betsy McFarland, [Re-Opening and Recovery: Volunteer Engagement Resources in a Coronavirus World](#)
- Boyd, B. L. (2004). Extension agents as administrators of volunteers: competencies needed for the future. Journal of Extension [On-line], Article 2FEA4 Available at: <http://www.joe.org/joe/2004april/a4.php>
- Cassill, H., Culp III, K., Hettmansperger, J., Stillwell, M., & Sublett, A. (2012). Volunteer middle managers: human resources that extend programmatic outreach. Journal of Extension [On-line], Article 2IAW1. Available at: <http://www.joe.org/joe/2012april/iw1.php>
- CCE Staff site: [Resources for CCE offices and staff who need to adjust operations due to COVID-19.](#)
- College of Human Ecology, Cornell Institute for Translational Research on Aging (CITRA), [Retirees in Service for the Environment](#)
- Cummings, R. (1998). Leadership for volunteers: The way it is and the way it could be. Journal of Extension [On-line], Article 5TOT2. Available at: <http://www.joe.org/joe/1998october/tt2.php>
- National and Community Service, [Volunteer Management Practices and Retention of Volunteers](#)
- Energize Inc., [A to Z Volunteer Management Library](#), [Coronavirus Resources](#)
- Extension Master Gardener Coordinator Resources: [Development and Retention of EMG Volunteers](#)
- The LAST Virtual Volunteering Guidebook, Fully Integrating Online Service into Volunteer Involvement, Jayne Cravens and Susan J. Ellis
https://www.energizeinc.com/store/last_virtual_volunteering_guidebook

Campus Links:

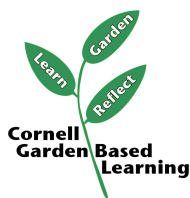
- [Volunteer Involvement and Policy staff site landing page](#) - for CCE Associations
- [Volunteer Involvement Policy & Tools](#) - for CCE Associations

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- [CCE COVID-19 Operations staff site page](#) - links for programming and reopening offices
- [Volunteer Matters: community of learning for CCE volunteer managers](#) - a place to connect and ask questions
- [NY Forward](#) - guidance for COVID-19 opening of programs and offices by regional phases
- Cornell Cooperative Extension <http://cce.cornell.edu/>
- Cornell Garden-Based Learning <http://gardening.cals.cornell.edu/>
- Cornell University Library, Portal for Cornell Cooperative Extension http://guides.library.cornell.edu/cce_portal
- Cornell University Library, Research Guides <http://guides.library.cornell.edu/libguides/home>
- Cornell Center for Teaching Innovation <https://teaching.cornell.edu/>

Looking for Cornell people and resources? Don't google, try the Cornell web search: <http://www.cornell.edu/search/index.cfm>



Date Published/Updated: 8/11/2020