

Arkansas

1) Identify the institution(s) represented in this report. – University of Arkansas System
Division of Agriculture (UADA) Cooperative Extension Service

2) Briefly describe your program and staffing situation. – The department (Community, Professional and Economic Development-CPED) is responsible for:

- Core non-programmatic professional development training and organizational support for Extension and Research employees.
- Programs directed toward external audiences to support community development, strategic planning, public policy education, economic development, leadership development, agricultural education, local government, and workforce development.

Current faculty and staff include (*indicates full/partial assignment for PSD support activities):

Name	Title
Dr. Stacey McCullough*	Director-Community Professional & Economic Development
Dr. Wayne Miller*	Professor-Extension Economist
Dr. Karen Ballard*	Professor-Evaluation
Dr. Julie Robinson*	Associate Professor-Leadership
Melanie Berman	APAC Program Director (Instructor)
Diane Mashburn*	Instructor-Program Planning
Julianne Dunn*	Instructor-Economic Development
Kimberly Magee	Program Associate- Community & Economic Development
Kristin Netterstrom Higgins	Program Associate-Public Policy
Lisa Davis*	Program Associate-Leadership
Rita Watson*	Program Associate-Virtual Education
Emily Smith*	Program Associate-Community & Economic Development
Ed (Charles) Mabry	Program Associate-Rural Development
Max (Bernie) Franks	Procurement Counselor/Subcenter Director (Program Associate)
Debra Garcia	Procurement Counselor (Program Associate)
Liz Russell	Procurement Counselor (Program Associate)
Tim Hicks	Procurement Counselor (Program Associate)
Lynnette Rancifer	Program Technician-Arkansas PTAC
Armenta Lockhart*	Program Manager-Online Learning
Ashley Henderson*	Program Specialist-LMS Support
Nikki Dawson*	Administrative Specialist II
Andrea Price*	Associate for Administration
Casey Hill*	Administrative Specialist II
Shalonda Michelle Nelson*	Administrative Specialist II
Dr. Lynn Wilson*	Project/Program Manager
Dr. Mark Peterson	Project/Program Manager
Diedre Young	Project/Program Manager
Brandon Mathews	Project/Program Specialist
Hazelle Whited	Project/Program Specialist

Murriel Wiley	Project/Program Specialist
Dee Beam*	CPED Special Projects Manager
Tala Tyner*	Extra Help Assistant

3) Briefly describe your program highlights for 2021, including collaborative activities & funding sources.

- Launched iLEAD (Internal Leadership Education and Development) – 15 participants in 1st class, including research and extension faculty and staff representing all disciplines and several support units/functions; mix of virtual (kick off held in July) and in-person sessions planned (internally funded through in-service training budget)
- Two sessions of Check In & Tune Up for New Employees held virtually in 2020-2021
- Conducted 2nd cohort of Coming Together for Racial Understanding in-service training in collaboration with University of Arkansas at Pine Bluff for employees from both institutions (internally funded through in-service training budget)
- Established unit Diversity, Belonging, Equity & Inclusion Committee, which plans and conducts monthly activities with CPED employees
- Provided training and support to other organizations and states for effectively transitioning to virtual formats
- UADA Onboarding Committee with representatives from multiple units within Extension and Research was established to develop recommendations for a most integrated and comprehensive approach toward employee onboarding
- Launched monthly webinar with new Extension Director (On the Job with Bob)
- Launched monthly Leadership Lunch & Learn series targeted towards employees and alumni of LeadAR (external leadership) program; 6 sessions held to date (Motivating & Engaging Employees, Embracing Technology, Fostering Innovation & Creativity in the Workplace, Facilitating Communication as We Lead, Time Management, Conflict Resolution)
- Delivered The Evaluation View webinar series for UADA research and Extension faculty and staff: 5-session series, March-May 2021. Addressed frequently asked questions and core training needs across the state (Evaluation Roadmap: Getting Started; Measurement & Methods: Surveys; Measurement & Methods: Qualitative Evaluation Tools; Generating & Using Meaningful Data; and Evaluation Coffee Shop: Open Office Hour).
- Received administrative approval for reprogramming/rebuilding of AIMS (Extension accountability system). Vendor has been selected. Currently waiting Arkansas Legislative

approval for work to begin. Anticipated roll out- October 2022 (Note: SNAP-Ed will not be included in the rebuilt AIMS. The SNAP-Ed program has adopted the PEARS system and will begin reporting in October 2021).

4) What plans and new directions do you intend to pursue in 2022?

- Based on evaluation results from successfully converting Support Staff Conference to virtual format, November 2021 conference will be hybrid format with in-person and virtual sessions
- Potential expansion of onboarding and mentoring programs based on recommendations from UADA Onboarding Committee approved by Administration; still unclear what this might include and who would be responsible for implementation
- Exploring use of Workday Learning as internal in-service training platform (potential shift away from Moodle); approximately 6 courses to be tested this year
- Employee professional development needs assessment planned, including surveys/interviews with different employee cohorts
- Development of strategic direction and action plan for CPED (pandemic hindered our ability to effectively do this after the Fall 2019 merger of former PSD and CED units)
- Approved non-programmatic in-service trainings for 2021-2022 led by CPED personnel
 - Coming Together for Racial Understanding (in-person)
 - Supervisor School (blended)
 - iLEAD (blended)
 - Extension Programming 101 (blended)
 - Check In & Tune Up for New Employees fall & spring sessions (in-person)
 - Mapping & Evaluating Program Interventions (blended)
 - Support Staff Conference (blended)
 - Community, Professional & Economic Development Tools of Practice for Your Community (in-person)
 - Introduction to County Government in Arkansas-Part 1 (online)
 - Introduction to County Government in Arkansas-Part 2 (online)
 - Working with Your County Government in Addressing Critical Issues (Zoom)
 - Extension 101 (online)
 - Southern Extension History (online)
 - New Agent Mentoring (online courses for mentors, mentees & staff chairs; monthly Zooms for mentees)
 - Presentation Skills for Extension Educators (online)

- Faculty Impact Writing (Zoom)
- County Impact Training (Zoom)
- AIMS for Supervisors (Zoom)
- Instructional Design 101 (online)

5) Include any additional information/attachments you want to share with the group.

UADA Eval View Video:

https://www.loom.com/share/7b11a68e80cf487e91d6854755aa0861?sharedAppSource=personal_library

UADA LLL Video: <https://www.loom.com/share/0f474fd1d69844c5a21b84a2bf185a6d>

VIDEO LINKS:

Arkansas

<https://www.loom.com/share/0f474fd1d69844c5a21b84a2bf185a6d>

Also, if we can share a second, we thought the committee might like this promo video we did for one of our programs:

https://www.loom.com/share/7b11a68e80cf487e91d6854755aa0861?sharedAppSource=personal_library

Florida

1) Identify the institution(s) represented in this report.

University of Florida

2) Briefly describe your program and staffing situation.

PDEC's mission is to add value to UF/IFAS Extension through improved program development and evaluation processes and the enhancement of professional competencies based on the science of Extension. The Program Development and Evaluation Center (PDEC) is primarily responsible for new agent on-boarding, in-service training registration, mentor training, county Extension director training, review of county-level programming, customer satisfaction survey, statewide annual reporting, and the Federal report. Faculty and staff also provide consulting and support to individual county and state faculty, particularly related to program development and evaluation.

Current faculty and staff in PDEC include:

Tyann Haile – Program Assistant

Diane Craig – Research/Data Analyst

Glenn Israel – Professor, Evaluation

Amy Harder – Professor and Director of PDEC

Matt Benge – Assistant Extension Professor, Professional Development

Various - .5 FTE Doctoral Graduate Assistant

3) Briefly describe your program highlights for 2020/2021, including collaborative activities & funding sources.

Some highlights include: (1) A total of 23 Extension faculty (agents and specialists) completed the Extension Faculty Development Academy; (2) delivered a three-part virtual in-service training series on needs assessments with a total of 192 participants, including some Mississippi Extension professional participated; (3) conducted various needs assessments for UF/IFAS Extension groups, such as the UF Bee lab, Extension district social media needs, new agriculture agent needs, and mentor training needs; (4) lead strategic planning processes for two UF/IFAS units; (5) rebranded the Customer Satisfaction Survey as the Clientele Experience Survey; (6) delivered a three-part virtual in-service training series on program evaluation in collaboration with Florida 4-H; (7) revised the PDEC site to improve user experience, including making recorded webinars easier to find; (8) collaborated with UF HR to create a new ADA training which will become a requirement for all UF/IFAS Extension faculty; (9) provided leadership for the UF/IFAS Extension Symposium – a weeklong statewide professional development

conference - delivered virtually through Microsoft Teams; (10) launched pilot modules enabling real-time reporting for county faculty, and (11) created new impact infographics.

PDEC funding is provided by the Office of the Dean, UF/IFAS Extension.

4) What plans and new directions do you intend to pursue in 2022?

PDEC plans to continue the spring and fall IST series focused on program planning and development. Additionally, we plan to continue refining the Workload reporting system. Efforts to improve onboarding continue, including plans to create an asynchronous online Ag/Natural Resources 101 program and a new online module on the Community Capitals framework. We will continue to support the UF/IFAS Extension strategic planning process, which has been delayed while we search for a new Dean.

5) Include any additional information/attachments you want to share with the group.

Recorded webinars are available at: [UF/IFAS | PDEC | Program Development & Evaluation Center \(ufl.edu\)](#)

Impact infographics are available at: [UF/IFAS | PDEC | Program Development & Evaluation Center \(ufl.edu\)](#)

Georgia

Identify the institution represented in this report.

University of Georgia

Briefly describe your program and staffing situation

The department is responsible for:

The Office of Learning and Organizational Development is responsible for program development, staff development and leadership development and provides training and support in all of these areas. In addition, this unit houses the expertise to manage and use data collected for reporting and impact demonstration and evaluation.

Current faculty and staff include:

Mike Martin, Ph.D., Director of County Operations

Virginia Brown, DrPH., Evaluation Specialist

Kristi Farner, Ph.D., Staff Development Specialist

Lauren Griffeth, PhD., Administrative Director Leadership Programs

Todd Hurt, Ph.D., Program Development Specialist

Rochelle Sapp, Ph.D., Leadership Development Specialist

Bridget Rucci, Katie Fife, and Cherie Wall, Administrative Support

Destiny Conference Software Support – [In hiring process]

Briefly describe your program highlights for 2021, including collaborative activities & funding sources.

- In FY2021, 36 New County Agents attended some/all of 300+ hours of Extension Foundations trainings.
- 332 Independent Extension in-service trainings were conducted in 2020.
- 2 Qualtrics Survey Design Trainings
- Creation of a Qualtrics Response team with agents, administrative support and specialists being trained to answer questions
- Secured 4 competitive grants from Extension Foundation and NIFA

What plans and new directions do you intend to pursue in 2022?

- We will continue to offer a mix of in-person and virtual new faculty foundations trainings.

- Our statewide Extension conference will return to a face-to-face event in January with approximately 450 County and State Faculty in attendance at the three day event.
- A position is being added to our office to support County Faculty use of the Destiny Conference software. This will centralize county event registration and fee collection with the funds being returned to County Offices for local use. There is a possibility that this software will be used for 4-H summer camp registrations.
- Over 300 independent Extension in-service trainings will be offered in 2022 with an emphasis on returning to more of a face-to-face delivery format.

Include any additional information/attachments you want to share with the group.

- Efforts continue to be made toward providing asynchronous online classroom trainings with three new classrooms created for: FACS Foundations, Preserving Food at Home, and Preparing for Wildfires with Firescaping (in conjunction with Holly Campbell at the UGA Warnell College of Forestry & Natural Resources). A new software LMS, Learndash, is being used in conjunction with a SES (secure email service) provider to minimize user authentication failures.

Kentucky

1) Identify the institution(s) represented in this report.

University of Kentucky

2) Briefly describe your program and staffing situation.

The department is responsible for...

Planning, implementation and evaluation of programs at the local and state levels.

In addition to an emphasis on program development, our unit is committed to helping Extension professionals attain experiences that are pertinent to their growth and success through a structured onboarding process.

Current faculty and staff include...

Kenneth Jones – Director

Pamela Holbrook – Support Staff Assistant

Ivelin Denev – Technology Developer & Reporting Systems Manager

Jeffery Young – Urban Extension Director

3) Briefly describe your program highlights for 2021, including collaborative activities & funding sources.

Our new restructuring of the county system is complete. We have shifted from district directors serving as supervisors to having three regional directors. The regional directors report directly to the Associate Dean/Director of Extension. In order to provide guidance and supervision to the counties, 12 area directors have been hired. The role of the area directors is to address county operations/management and program development at the local level. The area directors serve under the regional directors.

A new specialist orientation was implemented last year with much success. The session was held virtually with over 20 participants. The attendees provided lots of positive feedback, indicating that the orientation provided helpful information on the expectations of state-level staff and faculty.

4) What plans and new directions do you intend to pursue in 2022?

Our Extension administration is exploring funding models to move forward with filling the large number of county vacancies across the state. As a result, the Program & Staff Development unit will be busy onboarding its largest group of county agents in recent years.

The second annual orientation for new State Extension Specialists and Associates will be held in person this year.

A new position has been added to our Extension Administrative Team – Extension Engagement Director

5) Include any additional information/attachments you want to share with the group.

VIDEO LINK

<https://www.loom.com/share/70d968159b8f4498a50aec33e863d66>

Mississippi

1) Identify the institution(s) represented in this report.

Mississippi State University

2) Briefly describe your program and staffing situation.

The PSD team is responsible for...

- Planning and Needs Assessment
- Program Development and Enhancement
- Evaluation and Accountability
- Performance Measurement
- Professional Learning and Development
- Orientation, Onboarding, and Mentoring

Current faculty and staff include...

Marina Denny, PSD Specialist (mostly staff development; some program development and evaluation)

Laura Downey, PSD & Evaluation Specialist

Tia Gregory, PSD Data Management Coordinator (started January 2021)

Donna Peterson, PSD & Evaluation Specialist

3) Briefly describe your program highlights for 2021, including collaborative activities & funding sources.

- Held a monthly “Office Hours” session for Extension agents and specialists on program planning and evaluation topics.
- Continued one-on-one consulting sessions via Zoom with agents seeking promotion to help write their impact statements and enhance the quality of their dossier.
- Developed Extension publications and a journal article is forthcoming from internal assessment of MSU Extension professionals’ perceived needs related to COVID-19, identifying opportunities for Extension, and determining the professional needs of Extension personnel as they respond to the evolving needs of Extension clients.
- Updated existing systems and processes to increase efficiency in conjunction with data quality and validity.
- Developed an Access database of all Extension statewide program educational efforts.
- Modified Digital Measures reporting system to streamline data entry and reporting.
- Continued technical assistance, trainings, and publications to meet the emerging needs of agents and specialists related to Extension programming opportunities due to COVID-19.
- Utilized GIS mapping to aid in making data-driven decisions in response to funding for proposals related to COVID-19.
- Developed evaluation protocols and instruments to assess outcomes of Extension COVID-19 education efforts.

- The Extension Engage! weekly webinar series offered to all Extension personnel from April 1, 2020 - July 31, 2020 addressed topics related to program planning, evaluation, communication, leadership, diversity and inclusion, volunteer management, and work-life balance, etc. The live sessions reached 1,480 participants over a span of 18 webinars. The archived webinars have been viewed by 115 people via Canvas LMS since August 2020.

4) What plans and new directions do you intend to pursue in 2022?

- continue offering virtual office hours one day a month for agents and specialists who have questions or need help with program planning and evaluation. The idea is that questions will be submitted in advance so responses can be provided to the most common or pressing questions that may have wider applicability.
- Conduct intensive training on Digital Measures for Extension planning and reporting across the state.
- Modify the existing mentor training for a 2-mentor to 1-mentee model as well as a hybrid approach.

5) Include any additional information/attachments you want to share with the group.

None

North Carolina

1) Identify the institution(s) represented in this report.

NC State University

2) Briefly describe your program and staffing situation.

The department is responsible for...

Evaluation & Accountability: Federal & state reporting (Extension & Research), program evaluation, economic impact, program development, needs assessment, civil rights (Extension & Research)

Organizational Development: onboarding; mentoring program; diversity, equity and inclusion efforts; customer service training, team building, career development, coaching.

Current faculty and staff include...

Evaluation & Accountability: Meredith Weinstein, Evaluation & Accountability Coordinator
Organizational Development: Shannon Brooks, Leader and Jacqueline Freeman, Program Associate

3) Briefly describe your program highlights Aug 2020-Aug 2021, including collaborative activities & funding sources.

Evaluation & Accountability: 100% state funded

Course Development: The Extension Program Development Process for new employees (online via moodle), Programming Bootcamp (online via Rise360), Civil Rights for Federally Funded Programs (online via Rise360)

Application Redesign: One Stop Shop Employee Landing Site, Extension Professional Development Reporting System, Extension Performance Management System

Resource Development: Performance Management resource site, Application user guides and videos, Civil Rights website for research faculty

Other: Assist with preparing for NIFA Extension Civil Rights audit at NC A&T, NIFA Extension Program Initiations, staff training, evaluation consultations

Organizational Development: 100% state funded

- Course Development: Complete Self-guided online Onboarding for all county employees (online via moodle); New Ag Agent Training (virtual 2020/21, live in fall 2021); New CED Training (virtual)

- Resource Development: website redesign, now includes all Extension DEAI resources for employees; Mentoring Database; Volunteer Engagement portal
- Other: Assisted and/or lead virtual training for agricultural, employee retention, etc.

4) What plans and new directions do you intend to pursue in 2021-2022?

Evaluation & Accountability:

Application Redesign: Extension Reporting System, Title Promotion System, Faculty Activity Reporting System

Other: Prepare for Civil Rights Audit of NC State research programs, NIFA Reporting System implementation for HATCH projects, Statewide needs assessment, Economic Impact Analysis of key program areas, Identification/development of standard evaluation tools and metrics for key program areas

Organizational Development: Customer Service Initiative; Continued updates and improvements to online, self-guided Onboarding process

5) Include any additional information/attachments you want to share with the group.

VIDEO LINK

<https://www.loom.com/share/037d027d285849588a0e84a4a4a5803a>

Oklahoma

1) Identify the institution(s) represented in this report.

Oklahoma State University – OSU Extension

2) Briefly describe your program and staffing situation.

The department is responsible for...

- Program & Personnel Development – onboarding, mentoring, State Biennial Conference, CED Training, In-service management, internship program, and more.
- Program Evaluation in FCS and ANR

Current faculty and staff include...

- Cheryl Newberry, Program & Personnel Development Specialist
- Scarlett Kingsley, Program Evaluation Specialist for Extension and Research
- Kimberly Williams, Program Evaluation Specialist for Family and Consumer Sciences

3) Briefly describe your program highlights for 2020, including collaborative activities & funding sources.

- Onboarding – Began STEP (Supporting & Training Extension Professionals) program in January 2021 with our first 3-day hybrid event with 35 new educators. Required all educators hired from January 1, 2019 to participate and others hired prior to this date who have not been through onboarding were invited but not required. STEP will include a series of 3 Academy sessions, each 3 days, and several other one day trainings spread over 18 months. We are adding new employees as they are hired for a rolling onboarding program, not a cohort system.
- Mentoring – Completed pilot of the Mentee Handbook in December 2020 and launched a Mentor Orientation Online Course and 6 hour mentor training which was held in 3 – 2 hour sessions via Zoom. Hosted a second training in May and now have 50 trained mentors. Currently have approximately 20 new employees paired with mentors. We are using a 45-90 day feedback form with both mentees and mentors to capture some early feedback and also conducting a 12 month evaluation at the end of the mentoring commitment with both mentors and mentees. This data will help with continued updates to the program.
- Internship Program – Currently have 8 college students serving in local offices. They are required to complete a project in which they take the lead in planning, implementing

and evaluating. Also assist educators in the local office with other programming and activities to gain a well-rounded knowledge of a career in Extension.

- Working with Kimberly Williams, Jennie Till and Scarlett Kingsley to plan the Program Development and Evaluation training which is part of the STEP onboarding program. This training will be held in October 2021.
- The OSU Evaluation Pod (Williams, Till, and Kingsley) have been working together to finish an online course centered around evaluation essentials. The course will cover what an educator needs to know to conduct their own program evaluations. The course is being pilot tested in August with a group of educators and should be widely available to OSU educators, extension educators from other universities, and the general public by the end of the year.
- Leadership Academy -- Collaborating with the administrative team and Lorinda Schrammel, Director of Talent Development at OSU, to create a new program to build leadership capacity in employees who wish to increase knowledge/skills in leadership and/or are looking to pursue leadership positions at higher levels within Extension. Applications have been accepted and reviewed and we have a cohort of 20 individuals who will be participating. The program will run October 2021-April 2022. Still working on fine-tuning the agenda, securing speakers, arranging facilities, etc.
- Extension Council – have 20 counties who are piloting the Extension Council model. This local committee is to serve 3 purposes: advocate, advise and assist OSU Extension at the local level. Have worked with a committee and Dr. Doye to develop a handbook and resources for quarterly meetings for counties to use. A training was conducted in October 2020 and counties began building their Extension Councils and started meeting in January 2021.

4) What plans and new directions do you intend to pursue in 2021?

- Leadership Academy – implement the program and evaluate with the help of Scarlett Kingsley.
- 2022 Biennial Conference – have assembled committee and added representation from Langston University and College of the Muscogee Nation (our partner land-grant universities) and have begun planning.
- Continue to fine tune Extension Council. Gather feedback from pilot counties and bring rest of state on board to implement.

Work towards building more cohesive program evaluation across OSU Extension

VIDEO LINK

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Puerto Rico

1) Identify the institution(s) represented in this report.

University of Puerto Rico at Mayagüez – College of Agricultural Sciences, Puerto Rico
Agricultural Extension Service (PRAES).

2) Briefly describe your program and staffing situation.

Assistant Dean of PRAES' office – we work with the development, establishment and evaluation of the four Programmatic Areas of the Puerto Rico Agricultural Extension Services (AESPA). For the last three years, we have been focusing on reviewing and updating our educational programs, curriculums and publications. Similarly, Extension staff have been reinforcing experiences through non formal education while reconnecting and integrating the AESPA with the help program leaders, as a means to develop a more robust integration of PRAES. To accomplish this, the incorporation of special projects (focused on intensive work in specific critical issues) has been one of the main and more helpful tools to promote this integration.

Current faculty and staff include

PRAES concluded the administrative restructuring, reducing the number of regions from 5 to 4 and the number of local offices from 54 to 42. Also, we concluded the recruiting process with 18 new Extensionists.

Current program staff includes 71 Extension Agents (AMNR), 32 specialists and 40 Family Consumer Sciences Educators (FCC).

3) Briefly describe your program highlights for 2021, including collaborative activities & funding sources.

After the devastations caused by the hurricanes and earthquakes, PRAES focused time and resources to reinforced our online capabilities. During the pandemic, our personnel was already trained and transforming their traditional educational activities to online format. This drastically increased the number of people that we reach and expanded our collaborative network to other Latin speaking communities, including South America and USA. An example of this includes the PRAES Facebook page that since the last three years it has reached 16,269 followers with 3,263 interactions.

We continue reinforcing our collaborative efforts with the Experiment Station, offering multiple workshops and educational videos that target relevant critical issues.

In order to continue offering our Pesticide Management and Food Safety certifications, we developed an online store that allow our clientele to pay for these online.

4) What plans and new directions do you intend to pursue in 2021?

- We are focusing our interventions on achievements, which differentiate our clientele from others.

- We will begin offering short courses and other educational tools completely online (Moodle).
- At this moment and for the last 86 years, all of our services at the PRAES were completely free of charge. However, we will begin charging for some of our educational activities through our new online store.
- We are focusing on raising the level of training of our staff to provide them tools to resolve problems of high difficulty in our communities and farms.
- We are establishing groups of work in different areas to minimize the individual effort and labor.

5) Include any additional information/attachments you want to share with the group.

We include some links of the PRAES webpage and educational activities

- PRAES Official Web Page: <https://www.uprm.edu/sea/>
- PRAES Magazine: <https://www.uprm.edu/sea/sea-del-oeste/>
- Facebook: <https://www.facebook.com/sea.uprm>
- Instagram: <https://www.instagram.com/sea.uprm/?hl=en>
- Youtube: <https://www.youtube.com/channel/UCA8CUw5QzG-LmmttmFiCB6g>
- Twitter: <https://twitter.com/SEAUPRM>

South Carolina

1) Identify the institution(s) represented in this report.

Clemson University

2) Briefly describe your program and staffing situation.

The department is responsible for technical assistance regarding evaluation and assessment across Extension. This includes development, deployment, and analysis of evaluations using standard practices but may also require research to develop new techniques and tools to fit the need. We serve as external evaluators on grant proposals for research faculty in the Experiment Station. We also identify and deliver staff development for Extension and Experiment Station personnel.

We have two people working in our area – an Assistant Extension Specialist and a reporting/training coordinator.

3) Briefly describe your program highlights for 2021, including collaborative activities & funding sources.

We developed an index to measure competencies for Extension Specialist that have been identified in the literature as being relevant. We are also in the process of developing a new annual county needs assessment process so that the data can identify trends within the county and across the state.

4) What plans and new directions do you intend to pursue in 2022?

We are in the beginning phases of implementing a pilot project using Salesforce to capture agent activities and work efforts. We anticipate the pilot project to last approximately 1.5 - 2 years before a final decision will be made to launch Salesforce across all of Extension or to find another solution.

5) Include any additional information/attachments you want to share with the group.

Tennessee

1) Identify the institution(s) represented in this report.

The University of Tennessee

2) Briefly describe your program and staffing situation.

The department is responsible for...

Extension Human Resources, Evaluation and Staff Development

Current faculty and staff include...

Director, Evaluation Specialist, Staff Development Specialist, Management Specialist, Recruiter and an Administrative Specialist.

3) Briefly describe your program highlights for 2020, including collaborative activities & funding sources.

Extension New Employee Orientation transitioned to a virtual format for Fall 2020, utilizing online modules and live Zoom sessions.

The UT Extension Summer Internship Program was conducted virtually for summer 2020. Ten summer interns completed a ten-week remote internship with four Extension county offices and five campus departments. Intern orientation and final presentations were held virtually.

The facilitation team for the Coming Together for Racial Understanding (CTRU) program launched a virtual book club for Extension employees to read and discuss books on the subject of racial justice. Over 50 employees registered for the weekly, month long virtual book club in August, starting with How to Be an Antiracist by Ibram X. Kendi. Plans are in place to continue the virtual book club, with a new book selection every two months. The team also started sending a regular email newsletter highlighting resources on racial justice and equity.

Training for employee peer mentors was transitioned to an online, asynchronous format in the learning management system (K@TE).

227 employees participated in May Marathon Month, a virtual walking challenge offered by the employee Healthy Lifestyles Committee during which participants are challenged to walk a collective 26.2 miles during the month of May. While this is an annual event, this year the challenge provided additional camaraderie and motivation to increase physical activity while employees were working remotely.

The Extension Evaluation and Staff Development office worked collaboratively with researchers from the Haslam College of Business to conduct a salary and compensation analysis for Extension agents and specialists.

In-service trainings for agents on conducting needs assessment by utilizing online formats.

Survey (with planned paper) with Tennessee Department of Agriculture, Tennessee State University, and Farm Bureau on the potential need for a Tennessee Agriculture Leadership Program for both producers and commodity group leaders.

Moved to a paperless recruiting process for 400+ exempt and non-exempt applicants in the University recruiting system (TALEO).

Gave a flat rate of 4000 dollars as an increase to exempt Extension job family titles receiving their MS.

Converted exempt Extension employees at the county and region to an employee self-service time reporting system.

Moved to a 10% increase for Agents taking on the county director responsibilities instead of 2500 dollars annually.

Raised Extension Exempt job family starting salaries by \$1,000 dollars annually.

Delivered a 32-module veterinary scoping course to over 900 learners in 54 countries. Grant funding facilitated waving course fees during the pandemic.

Supported a virtual field day with 15 online tests to allow “attendees” to acquire points toward pesticide safety and CCA certification.

Redeveloped and modernized five modules within the Extension reporting system (SUPER). Moved promotion process for agents and specialists to a completely electronic.

4) What plans and new directions do you intend to pursue in 2021?

The Coming Together for Racial Understanding team plans to host in-person workshops using the CTRU curriculum once it is safe to do so.

Coordinate onboarding across the system (Regions, Extension, University, etc.) to streamline the process and eliminate redundant training, meetings, etc.

Planned training for agents and statewide specialist for effective impact statements.

Moving to virtual storage for archived files.

Move remaining employees to employee self-service time reporting system. All employees will be responsible for their own time and leave reporting.

Move faculty search process from paper-based system to online (Interfolio)

5) Include any additional information/attachments you want to share with the group.

Texas

Identify the institution(s) represented in this report.

Texas A&M AgriLife Extension

2) Briefly describe your program and staffing situation.

The department is responsible for...

We are currently undergoing a major shift of responsibilities. Our work will center around the following:

- 1) Employee Development and Continuous Learning**
- 2) Teaching and Learning**
- 3) Community Leadership and Engagement**
- 4) Employee Preparation and Recruitment**

Current faculty and staff include...

- 4 faculty level positions
- 1 Program Director
- 2 Program Specialists
- 3 Support Staff

3) Briefly describe your program highlights for 2021, including collaborative activities & funding sources.

Highlights for 2021 include:

- 1) State level needs assessment we called 'TexasSpeaks'
- 2) Redesign of our Result Demonstration/Applied Research efforts
- 3) Hiring faculty position for Employee Development and Continuous Learning
- 4) Continuing shifts to remote learning

4) What plans and new directions do you intend to pursue in 2022?

With the changes to our work we will begin to focus more on community with our faculty and clientele. We are hoping to fill a faculty position to focus on teaching and learning. In addition, we hope to develop a pipeline for students into careers in Extension. This will be part of our employee preparation and recruitment efforts.

5) Include any additional information/attachments you want to share with the group.

Virginia

1) Identify the institution(s) represented in this report.

Virginia Tech (written report) and Virginia State -

<https://www.loom.com/share/297ffa94c30143128113984c77bb18dc>

2) Briefly describe your program and staffing situation.

The department is responsible for...

We have specialists in the Department of Ag Leadership and Community Education (ALCE) as well as specialists in Extension Administration. Collaboratively we are responsible for program development and evaluation as well as some aspects of employee development. We conduct the Program Development Institute for new agents and are currently assessing our new agent/specialists onboarding. Planning and Reporting is spread across several units.

Current faculty and staff include...

Tom Archibald, Associate Professor and Extension Specialist, Program Evaluation

Sarah Baughman, Associate Research Professor and Extension Leader for Program & Employee Development

Karen Vines, Assistant Professor and Extension Specialist, Continuing Professional Education

3) Briefly describe your program highlights for 2021, including collaborative activities & funding sources.

Mike Lambur retired as the Associate Director for Program Development. Sarah Baughman picked up some of his program development responsibilities as the Extension Leader for Program and Employee development. Program Highlights:

- Mid-Career focus groups
- Implementation of new program team evaluation process
- Successful virtual program development institute in November 2020
- Successful virtual annual in-service conference
- New intranet has resulted in updated information and publications (many still in process)

4) What plans and new directions do you intend to pursue in 2022?

- Including newly hired specialists in Program Development Institute
- Implementing electronic badging for PDI and other competency-based trainings
- New onboarding process
- Development of a roadmap for new agents/specialists' trainings