



OKLAHOMA COOPERATIVE EXTENSION SERVICE

Clientele Service Activities

ZSuites Reporting System

1. Answering Gardening Questions

Definition: Providing research-based responses to gardening inquiries from the public.

- **Examples:** Phone calls, emails, walk-ins, social media messages, home/site visits, and Ask Extension responses.
- **Details:** Includes time spent researching and responding. Should be counted per interaction, not per question.

2. Public Presentations / Workshops

Definition: Delivering educational talks or hands-on workshops to public audiences.

- **Examples:** Composting workshops, pollinator talks, vegetable gardening classes.
- **Details:** Include preparation time if substantial. Count audience size.

3. Writing / Media Outreach (Including Social Media)

Definition: Creating and sharing educational content through written, audio, video, or digital formats to reach the public.

- **Examples:** Newspaper articles, blog posts, newsletters, radio segments, TV interviews, social media posts, live Q&A sessions.
- **Details:** Includes time spent, writing, editing, and publishing. Social media activities such as managing accounts, responding to comments, and creating educational posts are included. Volunteers should track estimated reach and engagement when possible. If materials are adapted for accessibility (e.g., simplified language, visual aids), that effort may be included here. OSU provide estimates of media reach upon request on an annual basis.

4. Demonstration Gardens

Definition: Maintaining gardens designed to educate the public on horticultural practices.

- **Examples:** Vegetable plots, pollinator gardens, native plant beds, flower beds, etc.
- **Details:** Include planning, planting, maintenance, signage creation, and guided tours.

5. Youth Education

Definition: Teaching gardening or horticulture to youth audiences.

- **Examples:** School garden programs, 4-H activities, STEM garden lessons.
- **Details:** Include prep and delivery time. Track number of youth reached.

6. Community Outreach Events

Definition: Participating in or organizing events that promote horticultural education.

- **Examples:** Earth Day booths, garden expos, county fair exhibits.
- **Details:** Include setup, staffing, and takedown. Estimate number of contacts made.

7. Hospitality Activities

Definition: Providing logistical and hospitality support for educational programs, meetings, and events.

- **Examples:** Preparing refreshments, setting up meeting spaces, greeting attendees, organizing supplies, decorating venues.
- **Details:** These activities support the educational mission by creating a welcoming and organized environment. Time spent should be reported when directly tied to Extension or Master Gardener events.

8. Food Production

Definition: Documenting the quantity and impact of food grown through Master Gardener volunteer efforts.

- **Examples:** Harvest totals from demonstration gardens, produce donated to food pantries, vegetables grown in school or community gardens.
- **Details:** Volunteers should estimate the quantity of food produced (e.g., pounds harvested) and note where it was distributed (e.g., local food banks, shelters, schools). This activity highlights the community benefit and food security contributions of Master Gardener projects.
- If food production occurs within a Demonstration Garden, report garden maintenance separately under that category and food yield here.

9. Beautification Projects

Definition: Engaging in horticultural activities that enhance the aesthetic appeal of public or community spaces.

- **Examples:** Planting and maintaining flower beds at libraries, city parks, courthouses, schools, or other public areas; seasonal displays; container gardens; landscape enhancements.
- **Details:** Include planning, planting, maintenance, and coordination with community partners. Projects should have an educational or community engagement component, such as signage, tours, or public visibility. If the project overlaps with Demonstration Gardens, report educational aspects under that category and beautification efforts here.



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Continuing Education Activities Descriptions

ZSuites Reporting System

1. MG Volunteer Led Training

Definition:

Training sessions organized and delivered by experienced Master Gardener volunteers for their peers. These may include leadership development, mentoring, or skill-sharing workshops, including hands-on demonstrations.

2. Extension Led Training

Definition:

Educational sessions led by Extension educators, or specialists. These may include lectures, webinars, and demonstration workshops.

3. Non-Extension Led Conferences and Meetings

Definition:

Educational events, conferences, or meetings not organized by Extension but relevant to horticulture, gardening, or volunteer development. These may include national Master Gardener conferences not hosted by OSU Extension, horticulture society meetings, industry expos, or university-led events not affiliated with Extension.

4. Self-Paced Learning

Definition:

Independent learning activities completed at the volunteer's own pace. These can include online courses, reading materials, podcasts, and videos.

5. Garden/Horticulture Tours

Definition:

Educational visits to gardens (public or private), horticulture-related businesses, or institutions that provide insight into gardening practices, plant care, landscape design, or industry innovations. These tours may include guided instruction, demonstrations, or hands-on activities.

6. Other

Definition:

Any continuing education activity that doesn't fit the above categories. Volunteers must provide a description to justify CE credit. May include hands-on learning if applicable.