

BCMGA Annual Committee Report

Committee: _____ Desk _____ Year: _____ 2025 _____

*Number of Active Members: _____ 8 _____ *Number of Public Contacts: _____ 172 _____

*Number of volunteer hours (estimates are fine): _____ 250 _____

Purpose of Committee:

To maintain the Extension office help desk and its facilities (library, computers, pH meters, microscope, and other equipment). To train Master Gardeners to answer gardening questions from the public with science-based answers and to document these.

Goals for the year:

To train a new class of Master Gardener candidates to work successfully at the desk. To improve response time for client questions.

Events/Activities:

Certified Master Gardeners with demonstrated skill and comfort at the desk engaged with trainees to teach them how to interact with the public, to elicit information from clients, to research science-based answers, to properly use the desk's associated technology, and to document the questions and answers processed.

How have your goals and events met the educational mission of BCMGA?

By keeping the desk operational and by training Master Gardeners to use its facilities, this committee makes it possible for Benton County Master Gardeners to fulfill the primary mission of the association: to educate the public about growing and caring for plants using research-based information.

Has your committee had opportunities to meet the needs of underserved populations?

The help desk attempts to answer all inquires. Most questions to the desk arrive by email, phone, or voicemail, making it impossible to know the racial, cultural, or ethnic identity of the inquirer. Desk training is in-person and available to all trainees.

How might your committee extend events/activities to underserved populations in the future?

Master Gardeners at the desk respond to questions initiated by members of the public, not by any outreach activity. Please see the answer above.

Other information you would like to share that is unique to your committee:

*Information needed by Treasurer for annual IRS filing