



Horticulture Team

Plant diagnostic services

In Kenosha, Milwaukee, Racine and Waukesha counties, trained plant diagnosticians – volunteers and University of Wisconsin-Extension employees – answer consumer questions about plant pests or diseases on their yard, garden or indoor plants. Although anecdotal evidence for the impact of this program was abundant, we lacked objective data about the value of Extension horticultural diagnostic services.

Response:

In 2005, the Horticulture Diagnostic Team of Milwaukee, Racine, Kenosha and Waukesha counties worked with the UW-Milwaukee Center for Urban Initiative and Research to evaluate the diagnostics program. Information collected measured the quality of the service, client satisfaction and client compliance with recommendations.

Outcome:

79 percent of respondents said they were “very satisfied” with the service they received; another 18 percent were “satisfied.”

89 percent said they followed the instructions or recommendations they received.

84 percent said they would call on UW-Extension in the future when they need information about plant diseases and pests.

Contact: Peg Fleury, 414-290-2414, peg.fleury@ces.uwex.edu; Sharon Morrisey, 414) 290-2412, sharon.morrisey@ces.uwex.edu; Patricia Nagai, 262-886-8460, patricia.nagai@uwex.edu; Kristin Kleeberger, 262-548-7775, kristin.kleeberger@uwex.edu

April 2006+