

University of Kentucky
College of Agriculture Food and Environment
Cooperative Extension Service

COOPERATIVE
EXTENSION
SERVICE



New Agent
Orientation Packet

**New Agent Orientation
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New Agent Orientation Program

Welcome to the University of Kentucky Cooperative Extension Service! This handbook has been developed to support you through your orientation period as a new employee by answering your questions, letting you know what to expect, and providing you with information about who and where to go when resources are needed.

The University of Kentucky Cooperative Extension provides Kentucky citizens with research-based education and information, enhancing their ability to make informed decisions that strengthen youth, families and communities, sustain natural resources, and improving the economy.

As a University outreach program, we have a network of professional Extension staff located in all 120 counties in Kentucky. Our agents work with local volunteers and specialist to design and conduct educational programs that meet societal, environmental, and economic needs. As part of the national land grant university system, we also access knowledge and expertise of other state land- grant universities throughout the United States.

You will be paired with a formal mentor within the next month. Utilize your mentor for guidance in your new role. As you embark on your extension career, we want to ensure that you have the tools to be successful in your role as you serve your community. Welcome to the Extension Family!



The University of Kentucky Cooperative Extension Service is the most comprehensive outreach and engagement program of the University. Our mission, simply stated, is to make a difference in the lives of Kentucky citizens with research-based education. We offer programs to the people in their local communities, addressing issues of importance to all Kentuckians. We reach millions of Kentucky residents each year with educational programs in Agriculture & Natural Resources, Family & Consumer Sciences, 4-H Youth Development, and Community & Economic Development.

With an office in all 120 Kentucky counties, our Extension Agents serve as the local "front door" to the University. Extension faculty and specialists located on campus and at regional research centers support local programs with research and training that addresses local needs. The UK Cooperative Extension Service is part of a nationwide organization that was created by the Smith-Lever Act of 1914 to extend the knowledge of the land grant institutions in each state out to local communities.

Through a strategic planning process involving the general public, advisory council members and Extension faculty and staff, the Kentucky Cooperative Extension Service established the following shared vision and statement of its mission:

Statement of Values

The Kentucky Cooperative Extension Service serves as a link between the counties of the Commonwealth and the State's land grant universities to help people improve their lives through an educational process focusing on their issues and needs. We emphasize:

- Valuing diversity and capitalizing on its potential to strengthen programs;
- Being locally-driven, flexible, and responsive;
- Identifying and supporting high priority statewide programming thrusts;
- Educating people to solve problems, make decisions, and embrace change;
- Applying knowledge and research-based information;
- Accomplishing work through collaboration, volunteerism, and leadership development;
- Fostering an empowered and contributing people;
- Developing youth, adults, families, and communities; and
- Fostering effective lifelong use of personal and natural resources.

Orientation Program Outline

University of Kentucky Cooperative Extension's new staff orientation program is multifaceted. It is comprised of various elements as follows:

1. Welcome Packet (delivered by District Director (DD))

This introductory packet is the first step to the orientation program. It contains the fact sheets, brochures, handbooks, and other resources that support the orientation process. Many of the tools will be used in conjunction with your DD and others as you become acquainted with UK Cooperative Extension.

Note: A welcome email is sent to new employees with a list of resource documents and their URL addresses. This list includes most of the above items (and more).

2. The first week new agents will meet with their DD to discuss the knowledge and skills he /she brings to the position and areas where the employee might want to seek additional training. The Position Inventory supports this process. Your DD will review your job description (within 1st week), a review of the plan of work (within 1st six months), the opportunity for professional development, training opportunities, and a discussion of your position inventory, which is a useful planning tool to ensure that your extension career is successful.

In-service Training

As a new staff member you will want to be sure to take advantage of the in-service training opportunities offered by UK Cooperative Extension. After completing your Position Inventory and discussing the results with your DD, and after meeting with clientele, you will have an idea of additional areas of expertise on which you might want to focus your training.

It is the responsibility of the employee to review the in-service offerings and to register for in-service trainings in your respective program areas. In-services are a formalized professional development training that is incorporated in the agent career ladder. In-services are conducted throughout the year. You can check for in-services through the Kentucky Extension Reporting System (KERS) online. You must sign up for in-services and a confirmation email will be sent to you following you signing up.

Professional Development is one of the components of agent evaluations. Agents can attend in-service, workshops, trainings, and conferences in order to fulfill professional development. These play a large role in the development of our agents personally and professionally. In order to take our organization to greater heights we must continue to train and develop our agents.

1. Complete the Position Inventory survey found in your orientation packet
2. Have this form completed when you meet with your DD so that you can discuss the results of your Position Inventory and how you begin your successful journey in extension



New Agent Orientation/Core Training

The *County Extension Agent Development System* is divided into three major phases. These three phases are orientation, core training and professional development. The nature of the learning experiences associated with these changes in accordance with the tenure of the agents for which the experiences are planned.

During orientation and core training phases, all agents participate in the same standard curriculum. The purpose of this training is to help you acquire the base level knowledge and skills needed on the job. As your tenure with the organization increases, learning will become more self-directed. You select the learning experiences that help you remain current in subject matter, the profession, meet long-term career goals, or respond to emerging local programming needs.

Phase I: Orientation

The orientation phase of an agent's development involves:

- Participating in a Lexington based orientation session with other new agents
- Visits with the District Director
- The mentor program and
- Visits with more experienced agents, becoming more familiar with ongoing programs and office procedures, and available technology.

The Date for orientation should have been included in your offer letter.

Phase II: Core Training

Core Training is a major part of our commitment to continually develop our agents with training that will enhance their ability to provide impactful programming to all Kentuckians. Over the first 18 months of employment, agents are **required** to participate in a series of core curriculum training sessions, each focusing on a different theme. The sessions are held at various locations across the state. The topics for the sessions are: **advisory councils, program development, volunteerism, client protection, plan of work, teaching methods, conflict management, program implantation, understanding diversity, and evaluation & accountability.** Each topic is centered on community development and public accountability. The order in which new agents participate in these sessions will vary. Each session is worth 3 credits. You must register for sessions in KERS.

1. Individual and Organizational Development

This training session includes components on individual development and focuses on the agent's role as a leader and change agent. Agents will better understand how they can

effectively interact with others and to help them gain practical leadership skills that can help them on the job. Agents will learn several definitions of leadership, explore how leadership skills are acquired, learn about leadership styles, and participate in a self-assessment of leadership tendencies.

2. Management Skills

Successful agents are effective managers of resources. Resources include time, money, and human capital. This session will help agents get the most out of resources used to provide leadership to the county Extension program.

The first part of this training session will focus on priority setting and time management. We can set programmatic priorities and we can set personal priorities. The ability to work within and manage both types is crucial to professional success and personal satisfaction. Agents will also learn how to structure their work environment to be of the greatest benefit.

A portion of the program will also be devoted to helping agent's value differences as they work with a wide array of individuals.

Youth Protection and Community Development are also a part of this session which is always held at Kentucky State University in Frankfort.

3. Program Development

Program development is a deliberate process through which representatives of the public are involved in designing, conducting, and evaluating educational programs that address issues or needs they identify. The process of program development is the common thread that links together everything we do. This core training session will introduce agents to the 6 stage model for program development used by the Kentucky Cooperative Extension Service and will help agents operationalize that model through our planning and reporting system.

Phase III: Professional Development

Professional development is a term we use in Cooperative Extension to refer to the broad array of learning experiences that builds an agent's capacity as a professional, enhances their ability to respond to local needs, or assists in meeting long-term career goals. Participation in professional development activities is self-directed in that agents identify, select, and participate in those experiences that meet their needs. Agents generally work to establish a proficiency in at least one area as well as use the in-service training opportunities to sharpen their knowledge and skills related to the program in their specific county. In addition, while there is currently no requirement for a Master's Degree for employment in the University of Kentucky Cooperative Extension Service, agents are required to take a defined amount of formal graduate level coursework in an approved program beyond a bachelor's degree.

Task

Pre-first Day

Before your start date, please complete the pre-first day task to ensure that you have a seamless onboarding process with the University of Kentucky Cooperative Extension Service.

- Ensure that all proper paperwork has been completed at least 2 weeks prior to start date (contact HR Personnel Penny Mazur if needed)
- Introduce yourself to the county office prior to your start date
- Begin reading the local newspaper to get a “feel” for the county
- Watch for the county newspaper for your “Welcome to Extension” article introducing you to the county
- View the county website
- Review the Extension Manual <http://extensionmanual.ca.uky.edu/>
- View History of the Land Grant <https://www.youtube.com/watch?v=2oeG0wrokOk>
- View First Impressions <https://youtu.be/MMILoMkeV-8>
- Familiarize yourself with the New Agent Orientation Packet
- Complete the Position Inventory in the New Agent Orientation Packet (p. 29)

Essential Webpages

eXtension website <http://www.extension.org/>

Extension Webpage <http://extension.ca.uky.edu/>

Internal Page <http://www2.ca.uky.edu/internal/>

Kentucky Data (SNARL) <http://www2.ca.uky.edu/snarl/>

Kentucky Extension Reporting System (KERS) <https://warehouse.ca.uky.edu/kers/login.aspx>

Program and Staff Development http://www2.ca.uky.edu/psd/advisory_councils.php

Demographics

<http://www2.ca.uky.edu/snarl/>

<http://www.city-data.com/countyDir.html>

Staff Coordinator- Budget Coordinator, Staff Coordinator, County Extension Council Contact, Marketing Contact

District Director	Staff Support	Budget Coordinator	Staff Coordinator	Council Coordinator	Mentor
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First Day

Items to be addressed 1st Day	Who Will Initiate
Secure details of daily routine	Staff Coordinator
Become acquainted with Co-workers	Staff Coordinator
Acquire next County and District staff meeting dates/times	Staff Support
Review list of Extension Administration and their contact information	Staff Support
Review and Complete Position Inventory	New Agent
Tour work facility	Staff Support
Discuss security and safety issues	Staff Support
Order name plate for door/desk	Staff Coordinator
Order business cards	Staff Coordinator

First Day Review

<p>When touring the facility, locate the: personal workspace meeting rooms workroom mailbox restrooms breakroom Emergency Exits</p>
<p>When discussing daily office routines: Work hour policy Office Hours Specific expectations associated with attire Meal arrangements, breaks, etc.</p>
<p>When discussing safety and security: Keys Phone Numbers Parking Space Lighting Building Information Security Systems Computers Equipment Reservations of meeting rooms- any guidelines</p>

First Week

Items to be addressed 1st Week	Who Will Initiate
Become familiar with CES website and program area websites	New Agent
Discuss scheduling/calendar of county and district dates	Staff Coordinator
View UK on-line training " Preventing Discrimination and Harrassment "	New Agent
Review Support Staff responsibilities	Staff Coordinator
Learn UK/CES money handling procedures	Budget Coordinator
Learn county procedures for requesting, ordering and purchasing program materials	Budget Coordinator
Examine CEC (County Extension Council) and District Board Handbook	Budget Coordinator
Determine your role in addressing Affirmative Action/Civil Rights/EEO issues	Council Coordinator
Discuss communicating with councils/volunteers	Council Coordinator
Tour your county	Council Coordinator
Become aware of the mail system	Staff Support
Kentucky Extension Reporting System (KERS) . View webinars in this order: 1. KERS Intro, 2. KERS Expense Reporting, 3. KERS Meetings & Activities, 4. KERS Featured Program Reporting, 5. Agent Success Stories	Staff Coordinator
Review vacation and sick leave policy and special procedures	District Director (DD)
Review factors related to orientation period	DD
Set up appointment to discuss responsibilities, expectations and professionalism	DD
Discuss pertinent county issues and programming	District Director
Civil Rights Training	Extension Personnel Director
Get dates/information about New Agent Orientation	Extension Personnel Director
Discuss office procedures regarding equipment, supplies, and materials	Staff Support
Send press release to the local newspaper and other media sources	Staff Support
View UK holidays and put on calendar.	Staff Support

First Week Review

<p>When examining Extension operations: Expense Account Travel requests, reports and regulations County budget Review County Agent Extension Manual</p>
<p>When discussing office forms: Travel/Mileage reports Monthly reports Sign-in sheets</p>
<p>When discussing Affirmative Action/Equal Opportunity: Read County Plan of Work and Affirmative Action</p>
<p>When discussing office procedures: All office equipment and manuals Equipment locations Storage locations Telephone and FAX procedures</p>

First Month

Items to be addressed 1st Month	Who Will Initiate
Review Orientation materials, note questions you have, and arrange to discuss these with the appropriate person	New Agent
Review Program advisory committees and council rosters	Council Coordinator
Review Advisory Council website	New Agent
Visit District Board Members, Council Members and Key Leaders in your county	Council Coordinator
Read plan of work and co-workers' impact statements and discuss your role in collaboration	Staff Coordinator
Discuss the media in your county	Staff Coordinator
Review available office software (ex. Martech, SoilData)	Staff Support
Participate in shadowing of peers (at least 2 days)	District Director
Mandatory SNAP ED Training via Adobe Connect	Email will be sent
Meet with your mentor	Mentor
Office policies, norms, and expectations	Staff Coordinator
Discuss your job responsibilities	District Director
Review paystub information	District Director
Review Youth and Client Protection Guidelines. Locate Youth and Client Protection CD and notebook in the office.	4-H Agent/Contact

1st Month Review	
<p>When discussing office policies:</p> <p>Job expectations Program responsibilities</p>	<p>When discussing your job responsibilities with your DD:</p> <p>Major duties/responsibilities Areas of joint responsibility Required reporting Accountability Reporting How you will be evaluated (3,6,12 month evaluation) Mentor/Mentee relationship</p>

<p>When visiting community members:</p> <p>Other CES personnel Funding sources Elected officials US Government agencies Civic groups School board and Superintendent</p>	<p>When discussing media outlets:</p> <p>Editors Broadcasters Managers</p>
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Three Months

Items to be addressed 3rd Month	Who Will Initiate
Continue meeting with your mentor	Mentor
Schedule time with experienced staff in your primary program area	District Director
Set goals and plans for in-service training during your first year	District Director
Meet with District Director for Periodic Progress Review district website	District Director
Review performance appraisal process district website	District Director
Participate in shadowing of peers (at least 2 days)	District Director

Six Months to One Year

Items to be addressed 6th Month	Who Will Initiate
Complete shadowing activities with peers (at least 6 days since start date)	District Director
Continue meeting with mentor/ Assess expectations of professionalism and participation in professional associations Mentor	Mentor
Participate in at least one state level program area in-service (if applicable)	DD
Continue learning about the program development process	DD
Meet with District Director for Periodic Progress Review	DD
Discuss agent's role as an Educator	DD
Discuss the effectiveness of different program delivery/teaching methods	DD
Explain the function, purpose, and procedure and how to join the appropriate association (KAE4-HA, NAE-4-HA, NEAFCS, KEAFCS, NACAA, KACAA, etc.)	District Association Contact

Know Your County

Learning basic information about your county provides you with a sound basis for judgement as you begin to shape county Extension Programs. Begin your county “awareness” campaign in the first few weeks on the job; try to complete your checklist within the first month. Look at the current county Plan of Work (POW), figure out the basic needs of your community, and begin to see where and how you can create programming in your community.

What do you need to know? No one can give you all the answers. Important issues will vary among clientele in the different program team areas: Ag. & Natural Resources, 4-H/ Youth Development, Horticulture, Fine Arts, Community Development, and Family and Consumer Science.

Use the Following as a springboard to increase your “awareness” of your County. Check each area as you complete your search.

1. Identify the social characteristics of the county

- Demographics of your county population. What groups are prevalent? Are there areas of the county where certain groups reside? Census data is helpful
- Housing. Where do most people live- private homes, apartments, condominiums, mobile home parks, etc.?
- School districts and educational programs. What opportunities are there for vocational and advanced education? Where is the housing authority, head start, senior citizen home, community centers, etc.?
- Socioeconomic and educational levels. What is the average household income for the county? Are there areas that are predominantly low income or high income? What is the average grade of school completed by citizens?
- Public Officials. Who are the County Commissioners, magistrates, city council members, mayor, and other key stakeholders in the county? Get to know them personally. What are the particular county interest/ concerns?
- Active Community Organizations. How does UK Extension work with various community education programs?
- Family Characteristics. Are single parent families prevalent? What do children do after school?

2. County Services

- Tour the county with a tenured agent to familiarize yourself with the county (places that pertain to your program area)
 - i. Board of Education

ii. Chamber of Commerce

- Cultural and recreational facilities. Where do people go for entertainment and fun?
- Education. What types of educational institutions exist? Who do they serve?

3. Meeting locations

- Facilities available within county
- Contact persons
- Building accessibility
- Procedures for signing contracts

New Agent Resources

4-H Agent New hire guide [http://www2.ca.uky.edu/agcollege/4h/4-h_new_agent/1 -
_Welcome From Dr Jacobs.html](http://www2.ca.uky.edu/agcollege/4h/4-h_new_agent/1_-_Welcome_From_Dr_Jacobs.html)

Advisory Councils http://www2.ca.uky.edu/psd/advisory_councils.php

Affirmative Action/ Civil Rights http://www2.ca.uky.edu/psd/affirmative_action.php

Ag. & Natural and Horticulture Resources Guide for new hires

http://www2.ca.uky.edu/anr/new_agent_resources.htm

Ag. Communications <http://communications.ca.uky.edu/>

Census Data <http://www.census.gov/>

Community and Economic Development (CEDIK)/Fine Arts Agents Resource

<http://cedik.ca.uky.edu/>

Cooperative Extension Service Webpage <http://extension.ca.uky.edu/>

College of Agriculture Food and Environment Strategic Plan <http://strategicplan.ca.uky.edu/>

Core Training Link <http://www2.ca.uky.edu/extensionjobs/newagent/training.php>

County Extension Offices <http://www2.ca.uky.edu/county/>

County Extension Office Procedures Manual <http://manual.ca.uky.edu/>

Family Consumer Science New Hire Guide <http://www2.ca.uky.edu/hes/fcs/newagent/>

District Board Guidelines <http://manual.ca.uky.edu/cedbg>

District Director Website <http://districts.ca.uky.edu/>

Employee Benefits: <http://www.uky.edu/hr/benefits/>

eXtension website <http://www.extension.org/>

Extension District Website <http://districts.ca.uky.edu/agent/>

Extension Manual <http://extensionmanual.ca.uky.edu/>

In-service Training Link http://www2.ca.uky.edu/psd/in-service_training_system.php

Internal Page <http://www2.ca.uky.edu/internal/>

Internship <https://extension-jobs.ca.uky.edu/content/intern-program-description>

Internship Video <http://video.ca.uky.edu/videos/video/88/>

Kentucky Data (SNARL) <http://www2.ca.uky.edu/snarl/>

Kentucky Extension Reporting System <https://warehouse.ca.uky.edu/kers/login.aspx>

Marketing Resources <http://marketing.ca.uky.edu/>

Money Handling Procedures <http://manual.ca.uky.edu/node/79>

New Agent Training Website <http://www2.ca.uky.edu/extensionjobs/newagent/index.php>

Office of Diversity <http://diversity.ca.uky.edu/>

Official Staff Holiday Schedule <http://www.uky.edu/hr/hr-home/official-staff-holiday-schedule>

Pay Stub information <https://myuk.uky.edu/irj/portal>

Plan of Work <https://warehouse.ca.uky.edu/AgWeb/pubreports/>

Preventing Discrimination and Harassment http://hr.uky.edu/TandD/training_signup.php

Program and Staff Development <http://psd.ca.uky.edu/>

Travel Policy <http://manual.ca.uky.edu/node/79>

Youth and Client Protection Handbook <http://manual.ca.uky.edu/client-protection-handbook>

Extension Acronyms

1862's	Land Grant Colleges Established by the Passage of the First Morrill Act
1890's.....	Land Grant Colleges Established by Second Morrill Act (Historically black land-grant colleges)
AAP	Affirmative Action Plan
ADA.....	Americans with Disabilities Act
ADM	Administration
AG	Agriculture (usually refers to agent title)
ANR.....	Agriculture and Natural Resource Agent
ARS.....	Agricultural Research Service
CAFE.....	College of Agriculture Food and Environment
CD.....	Community Development
CEDIK.....	Community Economic Development Initiative in Kentucky
CEA	County Extension Agent
CEA-AG	County Extension Agent - Agriculture
CEA-FCS	County Extension Agent - Family & Consumer Sciences
CEA-4-HYD	County Extension Agent - 4-H & Youth Development
CES.....	Cooperative Extension Service
CSREES.....	Cooperative State Research, Education and Extension Service
CYFAR	Children, Youth and Families at Risk
DD.....	District Director
DLG.....	KY Department of Local Government
EFNEP.....	Expanded Food and Nutrition Education Program
ESP.....	Epsilon Sigma Phi
FCS.....	Family and Consumer Science
FSA.....	Farm Service Agency
JCEP.....	Joint Council of Extension Professionals
KAE4-HA.....	Kentucky Association of Extension 4-H Agents
KACAA.....	Kentucky Association of County Agricultural Agents

KACo.....	KY Association of Counties
KEAFCS.....	Kentucky Extension Association of Family & Consumer Science
KERS.....	KY Extension Reporting System
KSU.....	Kentucky State University
NACAA.....	National Association of County Agricultural Agents
NAE4-HA.....	National Association of Extension 4-H Agents
NEAFCS.....	National Extension Association of Family & Consumer Science Agents
NIFA.....	National Institute of Food and Agriculture
NRCS.....	Natural Resources Conservation Service
Prog. Asst.....	Program Assistant
SNAP-ED.....	Supplemental Nutrition Assistance Program
SPGE.....	Special Governmental Entity
USDA.....	United States Department of Agriculture

Program Area Acronyms

FCS - <http://www2.ca.uky.edu/hes/fcs/newagent/acronym-table.htm>

ANR - <http://www2.ca.uky.edu/anr/Acronyms.htm>

University of Kentucky Cooperative Extension Acronym definitions

AA	Affirmative Action – A set of pro-active measures to counteract the effects of past and present discrimination, intended or unintended, in employment and program delivery. UNH Cooperative Extension programs and policies are consistent with pertinent Federal and State laws and regulations on non-discrimination regarding race, color, religion, gender, age, national origin, sexual orientation, disability, veteran status, or marital status.
ADA	Americans with Disabilities Act – 1990 federal legislation which guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, state and local government services, and communications.
AES	Agricultural Experiment Station – Funded by federal legislation to provide research focused on agricultural problems; located with Land-grant universities.
APLU	Association of Public and Land-grant Colleges – The nation’s oldest higher education association (formally called NASULGC) whose membership comprises 217 institutions, including state universities, all of the nation’s land-grant colleges and universities, and several public university systems. It is a voluntary non-profit association of major public research universities with campuses located in all fifty states, the U.S. territories and the District of Columbia.
ARS	Agricultural Research Service – The principal in-house research agency of USDA.
Cooperative Extension System	A term describing the system of state Extension organizations throughout the U.S. and its territories
CR/EEO	Civil Rights/Equal Employment Opportunity – UK Cooperative Extension maintains its commitment to providing a fair and safe workplace for all employees and to conducting programs that are open to all people of Kentucky.
EEO	Equal Employment Opportunity – Federal legislation that insures non-discrimination in employment practices.
EFNEP	Expanded Food and Nutrition Education Program – An educational effort to reach low income homemakers and their families. Programs are presented one-on-one and in small groups. In New Hampshire this program is called Nutrition Connections.
EPA	Environmental Protection Agency – An independent agency of the federal government providing leadership in the nation’s environmental science, research, education assessment and enforcement efforts.
ES-237	The federal reporting system for 4-H youth programs of Cooperative Extension.
eXtension	An internet –based, customer-centered, virtual and evolving learning environment that will complement and enhance community-based

Cooperative Extension

FSA	Farm Service Agency – A part of USDA, this agency administers cost share programs for agricultural and forest land owners. It was formerly known as ASCS, Agricultural Stabilization and Conservation Service. Currently, there are six regional offices in New Hampshire and one state office in Concord.
FY	Fiscal Year – UK fiscal year is July 1 - June 30. Federal fiscal year is October 1 - September 30.
KERS	Kentucky Extension Reporting System. This is the system where you record your daily mileage and work activities
NACAA	National Association of County Agricultural Agents – A national professional association supporting the professional interests of county agricultural Extension educators.
NACDEP	National Association for Community Development Extension Professionals – A national professional organization dedicated to improving the visibility, coordination and professional status and resource base of community and economic development Extension programs and professionals.
NAE4-HA	National Association of Extension 4-H Agents – A national professional association supporting the professional interests of youth development extension educators.
NEAFCS	National Extension Association of Family and Consumer Sciences – A national professional association supporting the needs and interests of Family Development Extension Educators.
NIFA	National Institute of Food and Agriculture – Created by the Section 7511 of the Food, Conservation and Energy Act of 2008 (Public Law 110-246, June 18, 2009), unites the research, higher education and extension education and outreach resources of USDA. On October 1, 2009, NIFA assumed all of the authorities formally administered by CSREES and will be led by a president-appointed director.
NRCS	Natural Resource Conservation Service – A part of USDA, FSA provides services relating to agriculture, water quality, soil conservation, forestry and wildlife through county Conservation offices.
POW	Plan of Work – An annual report of priority program goals based upon the perceived needs of county residents.
SNAP	Supplemental Nutrition Assistance Program – The name for the federal Food Stamp Program that was mandated by the Food, Conservation and Energy Act of 2008 (Public Law 110-246, June 18, 2008.) The name reflects the program's focus on nutrition and putting healthy food within reach of low-income households.
USDA	United States Department of Agriculture – The U.S. federal Department to which the Cooperative Extension Programs of NIFA belong.

Tips for Success

- Remember that you are representing the University of Kentucky College Of Agriculture Food and Environment Cooperative Extension Service at **ALL** times.
- You will be assigned to a mentor to guide you in your job. Make sure to ask your District Director about getting a mentor following New Agent Orientation.
- Clients think agents have the answers to all questions. Even if you do not have the answer, make sure to return all calls and emails within a reasonable time.
- Do not be afraid to tell someone, “I do not know, but I will find out.”
- Never say “I am too busy”, but tell clients that it does not fit in your plan of work.
- Be on time and start meetings on time.
- Do not gossip or betray confidence.
- Build a bond with your support staff and be appreciative of them.
- Develop relationships with other county, agencies, school district, etc.
- Consider joining a local civic club
- Consider joining your program area association
- Continue to make sure you are fulfilling your major job responsibilities, which you are evaluated on.

Appearance

- Make sure to dress appropriately (khakis or business casual at a minimum) for clients, visits, meetings, and all administrative functions, including your monthly district staff meetings, etc. Check the three dress code levels.

Reporting

As an agent you will be pulled in many different directions on a daily basis. Walk-in and phone-in questions, researching answers, planning programs, preparing presentations and educational material will take up much of your time. In the midst of all this, don't forget about required monthly reports in the Kentucky Extension Reporting System (KERS).

The following tips will help make your reports much easier to prepare:

- Keep a daily call and visit log (name, race, gender, reason for call or visit, etc.). Log into KERS Reports – Statistics – and look at required information. This will help direct your record-keeping efforts.
- Keep a notebook and/ or calendar in your vehicle to record mileage. Make a spreadsheet with locations you frequently visit and store close to your desk, so you have it to report correctly.

- To make better use of your time, consider setting aside a block of time each day for reporting in KERS.

Reporting for Supplemental Nutrition Assistance Program Education (SNAP-ED) hours is required and each agent is expected to contribute at least 100 hours toward it. The following link contains some useful information: http://www2.ca.uky.edu/hes/internal/FSNE_FAQ/

Make a file folder for each program or class that you offer. The following information should be kept in this file:

- Advertising material
- Registration list (if applicable)
- Copy of attendance roster
- Educational materials and presentations used
- Evaluation
- Summary of evaluation responses
- All reasonable efforts

Having program files will help you tremendously when it comes to writing your impact statements, your program review, and portfolio.

Advisory Councils

If your position is new, don't rush to set up an advisory council right away. Get to know your clientele, existing leadership or potential leaders and needs of the county. Work with your district director for guidance in this area. Ask about a timeline of when you should have it completed.

You will receive more information on working with councils and boards during new agent training and associated in-services. In the meantime, here are a few tips to get you on the right path. In order for the council to function effectively, you will need to meet with them periodically, advise them of current extension programs, and keep them informed to get their input on future programming.

- Advisory Council members will help you identify county needs that extension can address in the Plan of Work. In order for the council to function effectively, you will need to meet with them periodically, advise them of current extension programs, and keep them informed to get their input on future programming.
- In most counties, the Extension District Board has fiscal responsibility. This means they oversee expenses of your office in some shape or fashion. Talk to other agents in your county to find out how county funds are administered.

- When applicable, get estimates and have printed quotes available at District Board meetings when making purchase proposals. Be ready to tell board members why you need to make this purchase. It will likely be program enhancement related.
- Even though one agent in each office is considered the County Extension Council (CEC)/District Board contact, all agents should be involved in County Extension Council and District Board activities and meetings.
- County Extension Council members, like program advisory councils, have input in the county's plan of work.
- It is advisable to establish by-laws to clearly identify operational standards for all councils and boards. Among many other items, by-laws should also establish term limits for members. Ask other agents for guidance or view sample state-level by-laws at the UK Extension Program and Staff Development website: http://www2.ca.uky.edu/psd/advisory_councils.php. There is also good information about working with state, county and program area councils there.

Being an agent means being a LEADER. Make sure you identify your learning needs and continue to develop professionally through professional development opportunities.

Position Inventory

The purpose of this assessment is to help you identify professional development needs associated with your new position. You will want to discuss this assessment with your DD; it will be a tool that will help you individualize your professional development experiences and orientation process. This assessment gives you a snapshot of where you are today and point out areas you might want to grow toward in the future.

Complete the inventory and share it with your DD; it will be helpful with professional development and in-service training plans are formulated.

Directions: For each category indicate the amount of experience you have had in implementing / using each task or function and the amount of training you have had in relation to that function. Indicate whether you believe you need additional training in that area.

Amount of experience you have had with this task of function:

4= **Extensive Experience;** can teach all aspects of this process to others

3= **Moderate Experience;** can use this process

2= **Limited Experience;** understand the concepts and usually apply them; could use a slight refresher

1= **No experience;** require training before I could apply the concepts

Amount of Training you have had in these areas:

4= **Extensive training**

3= **Moderate training**

2= **Limited training**

1= **No training**

Name: _____ Date: _____

Program area: _____

Major Job Responsibilities	Amount of Experience	Level of Training	Training needed
Educational Programming			
Conducting Program Evaluations	4 3 2 1	4 3 2 1	Yes No
Logic Models	4 3 2 1	4 3 2 1	Yes No
Office Organization	4 3 2 1	4 3 2 1	Yes No
Create realistic program plans	4 3 2 1	4 3 2 1	Yes No
Program Management	4 3 2 1	4 3 2 1	Yes No
Marketing to underserved audiences	4 3 2 1	4 3 2 1	Yes No
Public Accountability and Public Relations			
Writing for the media	4 3 2 1	4 3 2 1	Yes No
Networking	4 3 2 1	4 3 2 1	Yes No
Newsletter development	4 3 2 1	4 3 2 1	Yes No
Marketing programs	4 3 2 1	4 3 2 1	Yes No
Techniques to increase involvement	4 3 2 1	4 3 2 1	Yes No
Social Media	4 3 2 1	4 3 2 1	Yes No
Customer Service			
Ability to match program delivery to clientele	4 3 2 1	4 3 2 1	
Understands what motivates different audiences	4 3 2 1	4 3 2 1	
Supervision			
Conflict Management	4 3 2 1	4 3 2 1	Yes No
Supervision of Staff	4 3 2 1	4 3 2 1	Yes No
Communicate effectively with all staff	4 3 2 1	4 3 2 1	Yes No
Risk Management & Liability	4 3 2 1	4 3 2 1	Yes No
Facilitation/ Collaboration/ Teamwork			
Working with volunteers	4 3 2 1	4 3 2 1	Yes No
Understand the importance of teamwork philosophy and	4 3 2 1	4 3 2 1	Yes No

demonstrates skills to enhance team relationships			
Values and encourages diversity among people and programs	4 3 2 1	4 3 2 1	Yes No
Understand the importance of balancing professional and personal life	4 3 2 1	4 3 2 1	Yes No
Leadership	4 3 2 1	4 3 2 1	Yes No
Leadership Development	4 3 2 1	4 3 2 1	Yes No
Time Management	4 3 2 1	4 3 2 1	Yes No
Email Management	4 3 2 1	4 3 2 1	Yes No
Professional Development	4 3 2 1	4 3 2 1	Yes No
Advisory Councils	4 3 2 1	4 3 2 1	Yes No
Able to identify, recruit, train, and utilize volunteers to assist with the implementation of programs	4 3 2 1	4 3 2 1	Yes No
Ensure that all Client Protection Guidelines are implemented within program areas	4 3 2 1	4 3 2 1	Yes No