

# ORIENTATION PROGRAM HANDBOOK

for New Employees



UNIVERSITY *of* NEW HAMPSHIRE  
COOPERATIVE EXTENSION



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COOPERATIVE EXTENSION

**New Employee Orientation Program**

Welcome to University of New Hampshire Cooperative Extension! 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 to when you need something.

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

As a University outreach program, we have a network of professional Extension staff located in all 10 New Hampshire counties. Our staff work with local volunteers and specialists on the UNH campus to design and conduct educational programs that meet societal, environmental and economic needs. While many of our programs are conducted locally, we also use current communications technology including computer networking and interactive television. As part of the national land-grant university system, we also access the knowledge and expertise of other state land-grant universities throughout the U.S.

The Orientation Program described in this handbook was developed by Maryann Kasprzak and Sally Barney in 2002 and updated and revised by Lisa Townson in February, 2008.

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## Orientation Program Outline

University of New Hampshire Cooperative Extension's new staff orientation program is multi-faceted. It is composed of eight elements which are as follows:

### **1. Welcome Packet (arranged by Program Leader/Supervisor and COA)**

This introductory packet is the first step in 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 Program Leader/Supervisor and others as you become acquainted with UNH Cooperative Extension. The packet contains the following:

- ▶ UNHCE Mission Statement
- ▶ UNH Cooperative Extension DVD
- ▶ Welcome letter from Dean and Director
- ▶ Name tag
- ▶ Business cards
- ▶ UNHCE Staff Directory & UNH Telephone Directory
- ▶ UNHCE Information Technology & Distance Education (ITDE) User Guide
- ▶ UNHCE Organization Chart
- ▶ UNH Cooperative Extension Strategic Plan/Update
- ▶ Orientation Handbook
- ▶ Mentor Program Handbook (as applicable)
- ▶ Civil Rights Guide for UNH Cooperative Extension Staff
- ▶ New Hampshire map of UNHCE office locations
- ▶ UNH campus map
- ▶ Professional Development Schedule
- ▶ Other applicable and current pamphlets and documents

### **2. Meeting with Program/Leader / Supervisor to discuss the Position Inventory**

Early in the orientation process new staff will meet with their supervisor to discuss the knowledge and skills he/she brings to their position and areas where the employee might want to seek out additional training. The Position Inventory supports this process. Used in conjunction with Supervisor support, a review of one's job description, a review of Program Area goals, the availability of training opportunities, and professional development forms, the Position Inventory is a useful planning tool.

### **3. UNH Cooperative Extension Mentoring Program**

There is a separate handbook which describes the mentoring program. A mentor is assigned for the first year of employment. The purpose of the program is:

- ▶ To support the new staff member in understanding UNH Cooperative Extension's mission, vision, values and goals
- ▶ To share the skills and knowledge of successful Extension professionals with

new employees

- ▶ To provide support in locating Extension resources and resource persons
- ▶ To foster open communication and dialogue
- ▶ To provide motivation for job performance, creativity, and the acceptance of responsibility with confidence
- ▶ To bring employees together to establish a network of professionals within the organization

#### **4. Online Orientation**

UNH Cooperative Extension has an on-line orientation “course” for new employees which was developed using MOODLE, a Learning Management System (similar to courseware) available to our staff. This orientation [course](#) is now available on our Web site –click on the Intranet – then New Employee Orientation – or type the following into your browser: <http://extension.unh.edu/Intranet/NewEmp/NewEmp.htm>. This course supplements the formal orientation process and gives new employees a reference to use even before their formal orientation sessions. If you have questions about how to access or use this course, please contact Barbara Wright at 862-1805.

#### **5. On-Campus Formal Orientation Program**

Periodically, UNH Cooperative Extension conducts orientation programs on the UNH campus in Durham. These programs provide a general overview of UNH Cooperative Extension, an opportunity to meet the Administrative Team and to get to know them better, and an introduction to Extension resources and support. Program topics include:

##### **All Staff**

- ▶ History & Mission of Cooperative Extension
  - ◆ Partnerships
  - ◆ Funding
- ▶ Relationship Between UNH/UNHCE
- ▶ Program Area Overviews
- ▶ Visit Selected Campus Resource Centers/Departments

#### **6. Basic Training New Staff**

In addition to a one-day on-campus orientation, new staff should attend the bi-monthly series of brown bag workshops specifically designed to cover important topics for new staff. These workshops are held on the fourth Wednesday of January, March, May, July, September, and November (if the fourth Wednesday is Thanksgiving week – we’ll hold this workshop on the following Wednesday). Over the course of the first three years of employment, a new staff person will have the opportunity to attend workshops on the following important topics:

- ▶ Finance/Budgets – purchasing processes, travel reimbursement, Business Service Center (BSC) procedures, use of purchase cards (p-cards)
- ▶ Civil Rights & Diversity – legal requirements, disclaimer statements, resources on campus to assist, meeting the needs of diverse audiences

- ▶ Planning & Reporting – on-line system; overview of federal POW process, how data is used with stakeholders, accountability expectations of all staff
- ▶ Program Development – using the Logic Model
- ▶ Program Evaluation – basic tools, techniques
- ▶ Grants & Contracts – Policies and procedures around grant submissions, resources for help --Office of Sponsored Research (OSR) & Institutional Review Board (IRB)
- ▶ Promotion – timeline and requirements, what to keep for a notebook, how to organize and submit notebook, review process
- ▶ Conflict of interest and consulting policies
- ▶ Balancing work – comp time, flex time, work ethic, working with others
- ▶ Committees & University Resources – Extension Educator Committee (EEC), Recognition Committee, other opportunities to support the organization through committee work, accessing the library databases, parking on campus, etc.
- ▶ Information Technology & Distance Education (ITDE) – supported software, how to purchase new computers, blogs, distance education, web updates, email, etc.
- ▶ Volunteer Management – Risk management, policies, legal requirements, tips for working with volunteers
- ▶ Marketing & Publications – resources, publications center, copyrights
- ▶ Working with Advisory Committees, public awareness, county government

## **7. Inservice Training ~ On-going Professional Development**

UNH Cooperative Extension offers annually a wide array of training opportunities. In conjunction with their supervisor and with their professional development plan in mind, each employee registers for the sessions appropriate for their needs. In addition, staff may arrange for professional development opportunities outside of the inservice training sessions scheduled. These could include: professional conferences/workshops, UNH courses, self-study, etc. Extension educators are life-long learners.

## **8. Fact Sheets and Extension Resources ~ On the Web**

The UNH Cooperative Extension web page (<http://extension.unh.edu>) links to many Extension resources related to policies and procedures, professional development, program development, evaluation and more. Staff can reach these resource links easily through the Extension Intranet page found at: <http://extension.unh.edu/blogs/extupdate> (login=ceuser, password=coopext).

## **9. Checklists and Guidelines ~ Self-study**

The Orientation Handbook contains a variety of items to support self-study.

- ▶ Understanding Our Organization
- ▶ Know Your County
- ▶ Your First Months

## Inservice Training

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

It is the responsibility of the employee to review the inservice offerings and to schedule training. Inservice sign-ups are traditionally conducted in August, but new staff may complete an inservice sign-up immediately after hire as a part of the orientation process. Once your inservice sign-up form has been submitted to your program leader/supervisor (via the online registration system), they will review and approve your choices, and if necessary discuss your selections with you. Some information, such as logic models, may be offered through alternative means such as video or on-line study.

You can view current offerings and sign up by going to the Professional Development website, [www.extension.unh.edu/Intranet/UNHCEPD.htm](http://www.extension.unh.edu/Intranet/UNHCEPD.htm) and click on the current inservice calendar.

In addition to workshops offered through UNH Cooperative Extension, staff may attend conferences, participate in self-study, and take credit and non-credit courses. You should discuss these additional options with your program leader/supervisor.

*~ New Staff Action ~*

1. Complete the Position Inventory survey found in your orientation packet.
2. After completing the Position Inventory, complete a first draft of your annual Professional Development Plan; focus on completing new staff training and strengthening weaker skills. (Professional Development Plan forms are located on the UNH Cooperative Extension web site).
3. Using your Professional Development Plan and Position Inventory as a guide, complete an Inservice Training registration. (Registration forms are located on the UNH Cooperative Extension web site.)
4. Arrange a meeting with your program leader/supervisor to discuss the results of your Position Inventory and to review your draft Professional Development Plan and Inservice Training registration. Re-draft the plans as appropriate.
5. Submit your final Professional Development Plan and Inservice Training registration to your program leader/supervisor for approval. Confirm with your supervisor as to how your Inservice Training registration should be handled.

## Your First Two Weeks Suggested Outline

Day 1	<b>Office Welcome:</b> Settle in; become familiar with office & staff, access electronic mail
Day 2	<b>Office Action:</b> Review orientation packet, office procedures, complete Bio-sketch for mentor
Day 3	<b>Local focus:</b> Self-study, County Tour
Day 4	<b>Shadow an experienced Extension Educator from your county(1):</b> People skills, committee management, conflict management, time management
Day 5	<b>Technology Focus:</b> Accessing calendars, e-mail, UNH Cooperative Extension web page, professional development sites, etc.
Day 6	<b>Program focus:</b> Meet program leader/supervisor, professional responsibilities, professional development
Day 7	<b>Local focus:</b> current program, who's who
Day 8	<b>Prepare for Mentor:</b> Complete New Staff Needs Assessment in Mentor Handbook
Day 9	<b>Campus focus:</b> Benefits presentation and sign-up, meet campus administration, campus specialists, campus resources
Day 10	<b>Shadow an experienced Extension Educator from your program area(2):</b> People skills, committee management, conflict management, time management

## Your First Month

You may find it helpful to work through the following checklist as you complete your first month. Activities will not necessarily happen in the order listed. In parenthesis following the activity is a person or a resource which might assist you with the activity. These activities are for your benefit and may be completed at your own pace.

- Complete activities from Your First Two Weeks outline. (Orientation Handbook)
- Review your job description. Learn about your specific roles and responsibilities. (Program Leader/Supervisor; Mentor)
- Visit with key community leaders, volunteers and other professionals to learn more about your communities/state and your program. (County Office Administrator; office colleagues; program colleagues; supervisor)
- Meet with your assigned mentor. Send the Bio-Sketch ahead of time; take your Mentoring Program Needs Assessment with you. Set goals for future meetings. (Mentoring Program Handbook)
- Use your Know Your County checklist to learn more about the county in which you work. (Orientation Handbook)
- Review your program area Plan of Work and results reporting system(s). (Program Leader/Supervisor)
- Complete the Position Inventory in preparation for a discussion with your supervisor (Orientation Handbook - Position Inventory)
- Using your Position Inventory as a guide, develop a draft Professional Development Plan. (Orientation Handbook - Inservice Training)
- Meet with your supervisor to review your Position Inventory and draft Professional Development Plan; select and register for Inservice Training. (Program Leader, Orientation Handbook - Inservice Training)
- Enter important county meetings, program area meetings, new staff bi-monthly workshops, and statewide Extension dates into your personal calendar. (UNH Cooperative Extension Web Page - Statewide and Program Area calendars; County Office Administrator)

## **Your First Three Months**

- Review UNH Cooperative Extension mission, vision, values, current status and Extension history. (Orientation Handbook - Understanding the Organization)
- Become familiar with the UNH Cooperative Extension administrative structure and the responsibilities of persons in key positions. (Orientation Handbook - Organizational Chart; Mentor)
- Access the on-line planning and reporting system. Begin your individual POW. (Mentor; Program Leader/Supervisor; Lisa Townson)
- Discuss the Program Development process with your supervisor. (Program Leader/Supervisor)
- Discuss first year performance expectations and personnel evaluation process. (Program Leader/Supervisor)
- Continue to keep in contact with your mentor. (Mentoring Program Handbook)
- Discuss Civil Rights and Affirmative Action policies. (Program Leader/Supervisor; Civil Rights Training Video)
- Become familiar with the UNH Cooperative Extension fact sheets and web links for new staff. (Orientation Packet - Staff Resources)

## **Your First Six Months**

- Mark your calendar to be sure you are taking part in the Basic Training bi-monthly meetings for new staff. (Orientation Handbook - Orientation Outline and Inservice Training)
- Continue to meet with your peer mentor; complete the Mentoring Program Six Month Evaluation. (Mentor Handbook)
- Completed participation in at least one state level inservice. (UNH Cooperative Extension Web Page - Professional Development - Inservice Training)
- Continue to identify what you need to know about your program area Plan of Work, program implementation and accountability. (Program Leader/Supervisor)

## **Your First Twelve Months**

- Plan and schedule meetings with your mentor to complete mentoring activities. Complete the Final Evaluation. (Mentoring Program Handbook)
- Continue participation in the Basic Training bi-monthly meetings for new staff. (Orientation Handbook)
- Continue to place emphasis on identifying what you need to know about your program area and program development, implementation and evaluation. (Program Leader/Supervisor)

## Understanding Our Organization

### **Mission Statement**

UNH Cooperative Extension provides New Hampshire citizens with research-based education and information, enhancing their ability to make informed decisions that strengthen youth, families and communities, sustain natural resources, and improve the economy.

### **Statement of Values**

*Our position* as a primary outreach unit of the University of New Hampshire, one of the nation's leading comprehensive land-, sea- and space-grant universities.

*Our formal partnerships* at the county, state, regional and national levels, helping us to serve New Hampshire people.

*Our collaborations*, formal and informal working relationships with University faculty, individuals and local, state and regional partners.

*Our volunteers*, their knowledge, contributions and commitment to our mission.

*Our responsibility* to involve citizens in identifying the needs of diverse audiences and provide educational opportunities to meet those most important needs not being met by other private or public efforts.

*Our accessibility*, engaging learners where they are, when they are available, providing diverse educational opportunities.

*Our accountability* to New Hampshire citizens and decision-makers, ensuring that our educational efforts remain relevant, efficient, grass-roots based and continuously evaluated.

*Our staff*, well-educated, informed, resourceful professionals with the expertise and desire to work collaboratively, and committed to accomplishing our mission through applied research, proven and innovative delivery methods and new technologies.

### **Vision Statement**

UNH Cooperative Extension will engage individuals, citizen groups, public agencies and key decision-makers throughout New Hampshire with diverse educational programs that concretely and meaningfully reflect the University of New Hampshire's five core values: *engagement, responsiveness, resourcefulness, effectiveness* and *community*. In so doing, we envision earning statewide recognition and acclaim as the University's premier outreach arm.

## **UNH Cooperative Extension**

Part of the nationwide land-grant university system, UNH Cooperative Extension is a major outreach program of the University of New Hampshire. It provides a direct link between UNH and people throughout the state. In partnership with local residents and volunteers, Cooperative Extension plans and conducts educational programs addressing needs and issues important to New Hampshire people.

Cooperative Extension's broad scope of activities, identified through a statewide needs assessment and reflected through our many partnerships with other organizations, agencies and academic departments, aim to foster development of competent individuals and strong families, strengthen New Hampshire communities, conserve and improve natural resources, and strengthen the economic viability of agricultural, forest and marine industries.

Cooperative Extension is a network of 170 full- and part-time professional and support staff located in New Hampshire's 10 counties, at the main UNH campus in Durham, and the urban campus in Manchester. More than 4,000 volunteers extend the reach of Extension staff throughout the state. Cooperative Extension designs and conducts educational programs in the areas of natural resources, and youth, families and communities. We use a variety of methods to engage the public in an interactive process designed to deliver information, research and programs.

Teaching, clinical, and research faculty from UNH's schools, colleges, centers and institutes work in partnership with Extension faculty to address the state's priority needs. Currently the majority of Extension's campus-based specialists are located in academic departments to maximize the potential for integrating teaching, research and outreach. Efforts are continuing to increase the number of specialists in departments

*UNH Cooperative Extension Strategic Plan  
2007-2012*

## **A Brief History of Extension**

In 1862 the Morrill Act, commonly called the Land Grant Act, provided federal support in the form of grants of public land to any state that would establish colleges to teach agriculture and mechanical arts, without excluding other scientific or classical studies.

In 1897 the Hatch Act allowed for the establishment of Agricultural Experiment Stations at one Land Grant College in each state. This is important because this act established agricultural research as a recognized function of the Land Grant University. Farmer's Institutes became one of the primary means of disseminating research findings of the Experiment Stations to general audiences and Agriculture and Home Economics teaching faculty served as institute resource persons.

Demonstrations became the medium by which experiment station programs were delivered and the term “demonstration agents” was coined to identify personnel engaged in this effort.

In 1906, the first County Demonstration Agent, W.C. Stallings, was hired in Texas.

Private funding spurred the spread of agent hires and home demonstration agents were soon added to address topics of interest to homemakers.

In 1907, the first 4-H Club was organized in Mississippi. In 1909, the 4-H Cloverleaf was first used. In 1911, the Cloverleaf was adopted as the 4-H national emblem.

In the early 1900s extension work began to flourish and the single most important piece of legislation became law in 1914, the Smith Lever Act. The Smith Lever Act of 1914 provided for mutual cooperation of the United States Department of Agriculture and Land Grant Colleges in conducting agricultural extension work; it specified that the work. “..shall consist of instruction and practical demonstration in agriculture and home economics to persons not attending or resident in said colleges in the several communities, and imparting to such persons information on said subjects through field demonstrations, publications and other wise ...”

As the nation’s needs continue to change, Cooperative Extension’s role has changed to meet them and regardless of the labels given to Extension programs, it is the people served who are important. Extension’s overall objective will be to continue to plan, execute, deliver and evaluate learning programs consistent with locally identified needs. Extension will help people acquire the understanding, capabilities, attitudes and skills essential to solving farm, home, environmental and community problems.

Pennsylvania State University  
Cooperative Extension

***NEW STAFF ACTION:***

1. Answer the question, “What is UNH Cooperative Extension” by reviewing for yourself the UNH Cooperative Extension mission, vision and values.
2. Develop your own statement of the UNH Cooperative Extension mission that you can use when someone asks “What is Extension?” Review and practice this statement with co-workers, mentor and/or supervisor.
3. Ask a co-worker to review the UNH Cooperative Extension organizational chart and discuss roles and relationships of various positions.

## Office Routines Checklist

### 1. Tour work facility with County Office Administrator or other county staff member(s).

#### Locate:

- ▶ Personal work area
- ▶ Meeting rooms
- ▶ Mail room or mailboxes
- ▶ Restrooms
- ▶ Vending machines or food court
- ▶ Break room
- ▶ Emergency exits

### 2. Secure details regarding the daily office routine:

#### Work Hour Policies

- ▶ Office hours
- ▶ Work hours
- ▶ Time Documentation (TERS)
- ▶ Flex time
- ▶ Comp Time
- ▶ Breaks, Lunch

#### Safety and Security Issues

- ▶ Keys
- ▶ Phone numbers - emergency phone numbers
- ▶ Parking
- ▶ Building information, scheduling and security

#### Office Procedures

- ▶ Copy machine
- ▶ Telephone system and FAX procedures, usage, and correct way to answer the phone
- ▶ Available audio-visual equipment - sign-out reservation system
- ▶ Location of stored materials and supplies
- ▶ Meeting room(s) sign-up and reservation procedure

## 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. Ignorance of basic issues, even by new staff, can be viewed as a sign of indifference or lack of concern. Begin your county “awareness” campaign in the first few weeks on the job; try to complete your checklist within the first month.

What do you need to know? No one can give you all the answers. Important issues will vary among clientele in the different program areas: Agricultural Resources, Forestry & Wildlife, Family Development, Community Development, 4-H Youth Development, Sea Grant, Water & Marine Resources.

### ***New Staff Action:***

Use the following as a springboard for your “awareness” campaign. Check each area off as you complete your search.

#### **1. Identify the geographic characteristics of the county.**

- Location of towns, cities and other landmarks (a New Hampshire Gazetteer might be helpful; the Gazetteer can be purchased at your local drug or convenience store.)
- Topography including special geographic features such as lakes, rivers, parks, woods.

#### **2. Identify the social characteristics of the county.**

- Religious, nationality or ethnic groups. What groups are prevalent? Are there areas of the county where certain groups reside?
- School districts and educational programs. What opportunities are there for vocational and advanced education? Are there active Head Start, Senior Citizen or community education programs?
- Socioeconomic and educational levels. What is the average income of the county? Are there areas that are concentrated with low or high income residences? What is the average grade of school completed by residents?
- Political characteristics. Is one party more prevalent than another?
- Public officials. Who are the County Commissioners and other people that are key decision makers for the county? Get to know them personally. What are their particular county interests/concerns?

- Active community organizations. Does your county have active Rotary, Kiwanis, Elks, American Association of University Women, League of Women Voters, Red Cross, etc.
- Other service organizations. How does UNH Cooperative Extension work with Community Action, Farm Bureau, Agriculture in the Classroom, Natural Resource Conservation Service, Soil & Water Conservation District, Regional Planning and adult education programs?
- Family Characteristics. Are one parent families prevalent? How many adults work outside the home? What do children do after school?

### **3. Economic Characteristics.**

- Types, locations and economic value of various industries.
- Major sources of employment. What types of industries are there and where are they located? What products are produced in the county?
- Agriculture. What are the principle agricultural/natural resources products? Who produces what, where?
- Financial institutions. What financial institutions are available to farm and non-farm families?
- Job opportunities. How are most people employed in the county? What is the unemployment rate?
- Taxation. What are the tax issues - property taxes, income tax, sales tax, business & industry taxes, etc.
- Tourism. What are the hot tourist destinations in the county?

### **4. Demographics**

- Population.
- Other census characteristics: age, gender, race, income, etc.
- Housing. Where do most people live - private homes, apartments, condominiums, mobile home parks?

## **5. County Services**

- Tour the county. A key volunteer or Council member may be willing to take you on a tour.
- Health and medical facilities. Where are the hospitals and outpatient clinics?
- Fire and police protection. What is available? Are they volunteers or paid?
- Water supply, sewer and solid waste disposal. What types of services are available? What are the concerns in these areas?
- Pollution. Are there problems with air, water or noise pollution in the county?
- Transportation systems. Is there taxi service, bus transportation, trains or airport service?
- Cultural and recreational facilities. Where do people go for entertainment and fun?
- Shopping. What is available for groceries, clothing, home furnishings, etc.?
- Education. What types of educational institutions exist? Who do they serve?

## **6. Meeting Locations**

- Facilities available within the county.
- Contact persons.
- Cost and preferred method of payment.
- Building accessibility.
- UNH Cooperative Extension policies/procedures for signing contracts.

Adapted From: Ohio State University Extension

## **Staff Resources Fact Sheets and Web Site Links**

You can access these resources, and many more, through the UNH Cooperative Extension Web Page: <http://extension.unh.edu>. Don't hesitate to explore the extensive set of resources available on the site and the excellent resources linked to it. The following links will get you started (go to the online Orientation Handbook located on the UNHCE Intranet under "New Employee Orientation" to be able to open these sites directly.):

- ▶ [Business Service Center](#)
- ▶ [Demographic Information](#)
- ▶ [Diversity, Civil Rights and Equal Employment Opportunity](#)
- ▶ [Extension Educator Promotion Procedures](#) – (look under Human Resources)
- ▶ [Extension Update](#) – UNHCE biweekly electronic newsletter
- ▶ [Extension Policies and Procedures](#)
- ▶ [Getting Started at UNH](#) (UNH Human Resources)
- ▶ [Grants - Policies and Procedures](#)
- ▶ [Information Technology & Distance Education Resources](#) (email, user information, on-line support, distance education, etc.) See also [ITDE User Guide](#) on the "New Employee Orientation" page (copy included in your orientation packet.)
- ▶ [Marketing and External Relations](#)
- ▶ [Performance Management](#)
- ▶ [Plan of Work & Reporting](#)
- ▶ [Position Descriptions - UNH Cooperative Extension](#)
- ▶ [Professional Development](#)
- ▶ [Program Planning and Evaluation](#)
- ▶ [Staff Calendar](#)
- ▶ [Travel Policy](#)
- ▶ [UNH Cooperative Extension Strategic Plan](#) (FY 2007-2012)

## Position Inventory

The purpose of this assessment is to help you identify staff development needs associated with your new position. You will want to discuss this assessment with your supervisor; 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 points out areas you might want to grow toward in the future.

Complete the inventory and share it with your supervisor; it will be helpful when professional development and inservice 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 or 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 This area

- 4 = **extensive training**
- 3 = **moderate training**
- 2 = **limited training**
- 1 = **no training**

## UNH Cooperative Extension Position Inventory

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Program Area: \_\_\_\_\_

	<b>Amount of Experience</b>	<b>Level of Training</b>	<b>Training Needed</b>
<b>Program Planning and Development</b>			
Understands and uses the Logic Model in program development	4 3 2 1	4 3 2 1	Yes No
Understands and uses informal and formal needs assessment	4 3 2 1	4 3 2 1	Yes No
Involves diverse individuals/groups in program planning process (committees, agencies, clientele)	4 3 2 1	4 3 2 1	Yes No
Ability to identify target audiences	4 3 2 1	4 3 2 1	Yes No
Ability to develop a plan of work based on critical issues	4 3 2 1	4 3 2 1	Yes No
Builds program teams to address critical issues (specialists, educators, community resources)	4 3 2 1	4 3 2 1	Yes No
Seeks resources and/or grants to support program goals	4 3 2 1	4 3 2 1	Yes No
<b>Program Promotion and Public Relations</b>			
Utilizes various communication methods including newsletters, news columns, radio, television, satellite, video, in delivering educational programs and information	4 3 2 1	4 3 2 1	Yes No
Develops an understanding of the community and establishing working relationships with appropriate leaders	4 3 2 1	4 3 2 1	Yes No
<b>Program Implementation and Teaching</b>			
Ability to match program delivery to clientele	4 3 2 1	4 3 2 1	Yes No

	<b>Amount of Experience</b>	<b>Level of Training</b>	<b>Training Needed</b>
Ability to develop realistic program plans	4 3 2 1	4 3 2 1	Yes No
Ability to understand and apply adult learning theory	4 3 2 1	4 3 2 1	Yes No
Applies valid, reliable research/information in program delivery	4 3 2 1	4 3 2 1	Yes No
Understands group dynamics	4 3 2 1	4 3 2 1	Yes No
Understands how to organize program events and activities	4 3 2 1	4 3 2 1	Yes No
Ability to delegate duties	4 3 2 1	4 3 2 1	Yes No
Uses technology to enhance program delivery and office management	4 3 2 1	4 3 2 1	Yes No
Understands group dynamics and ways learners are motivated	4 3 2 1	4 3 2 1	Yes No
<b>Program Evaluation and Impact</b>			
Understands and develops measurable program objectives	4 3 2 1	4 3 2 1	Yes No
Ability to develop and use a variety of program evaluation instruments/techniques	4 3 2 1	4 3 2 1	Yes No
Uses evaluation results to improve programs and determine future program direction	4 3 2 1	4 3 2 1	Yes No
Documents and communicates program impacts for accountability to community leaders and the Extension system	4 3 2 1	4 3 2 1	Yes No
<b>Personal and Interpersonal Skills</b>			
Understands the importance of teamwork philosophy and demonstrates skills to enhance team relationships	4 3 2 1	4 3 2 1	Yes No
Values and encourages diversity among people and programs	4 3 2 1	4 3 2 1	Yes No

	<b>Amount of Experience</b>	<b>Level of Training</b>	<b>Training Needs</b>
Ability to empower people and to build consensus	4 3 2 1	4 3 2 1	Yes No
Ability to listen effectively	4 3 2 1	4 3 2 1	Yes No
Communicates effectively with clients, office staff and other colleagues both orally and in writing	4 3 2 1	4 3 2 1	Yes No
Manages time and other resources effectively	4 3 2 1	4 3 2 1	Yes No
Demonstrates a positive professional attitude and image	4 3 2 1	4 3 2 1	Yes No
Demonstrates flexibility and adaptability in the work environment	4 3 2 1	4 3 2 1	Yes No
Understands the importance of balancing professional and personal life	4 3 2 1	4 3 2 1	Yes No
<b>Professional Growth</b>			
Understanding the role of feedback in professional growth and development	4 3 2 1	4 3 2 1	Yes No
Understanding the process for documenting teaching effectiveness and using results to improve teaching	4 3 2 1	4 3 2 1	Yes No
Seeking out and identifying appropriate opportunities to enhance professional growth (self-directed learning, inservice, course work)	4 3 2 1	4 3 2 1	Yes No
Identifying goals for professional development	4 3 2 1	4 3 2 1	Yes No
<b>Volunteer Development</b>			
Ability to identify, recruit, train and utilize volunteers for a variety of program delivery modes	4 3 2 1	4 3 2 1	Yes No
<b>Community Networking</b>			
Ability to build local leadership capacity	4 3 2 1	4 3 2 1	Yes No
Understands the local political process	4 3 2 1	4 3 2 1	Yes No

## **Acronyms**

### **UNH Cooperative Extension**

- 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.
- ANREP**      **Association of Natural Resource Extension Professionals** - A national organization providing continuing education opportunities, recognition for good Extension work, and national conferences. This professional association for Extension natural resource professionals influences support for Extension natural resource programs through CSREES.
- ASCS**      **Agricultural Stabilization and Conservation Service** – (See FSA)
- CARET**      **Committee for Agricultural Research, Extension and Teaching** - A national grassroots organization of lay persons from the constituencies served by the land-grant colleges of agriculture. Each state and territory has up to three CARET members designated by and working closely with their respective land-grant college to offer guidance and support for programs in agricultural research, extension and teaching. A federal organization which provides important legislative support for Extension.
- CE**      **Cooperative Extension** (UNHCE – UNH Cooperative Extension)  
The Mission Statement for UNHCE is: "UNH Cooperative Extension provides New Hampshire citizens with research-based education and information, enhancing their ability to make informed decisions that strengthen youth, families and communities, sustain natural resources, and improve the economy."
- CES**      **Cooperative Extension System** - A term describing the system of state Extension organizations throughout the U.S. and its territories.

- CLL**      **College for Life-long Learning** - A non-residential, non-traditional, separately accredited college of the University System of New Hampshire for adults who seek alternatives to traditional campus-based programming.
- CIT**      **Computer Information and Technology** - The UNH Cooperative Extension technology office providing technology planning and support to the organization and its staff.
- COA**      **County Office Administrator** - The Extension Educator in each county providing leadership for county operations.
- CR/EEO**      **Civil Rights/Equal Employment Opportunity** – UNH 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 New Hampshire. See The UNHCE website under “Civil Rights” for the Affirmative Action Statement that must be included on all UNHCE materials.
- CREF**      **College Retirement Equities Fund** - An option in the UNH retirement program.
- CRD**      **Community Resource Development** – The process by which communities enhance their ability to improve their economic, environmental, social, and physical well-being. (Some Extension services are using the more current terminology “Community Vitality.”)
- CSREES**      **Cooperative State Research, Education and Extension Service** - The federal agency with administrative responsibility for Extension nationally.
- DCE**      **Division of Continuing Education** - Part of the University of New Hampshire providing courses to degree and non-degree students.
- ECOP**      **Extension Committee on Organization and Policy** - A standing committee created to represent state, territory and District of Columbia Extension Systems in policy decisions and to provide nationwide program and organizational leadership. The members of this representative governing body of the Extension System is largely the Extension Directors of each state.
- EEC**      **Extension Educator Council** - Elected Extension Educators and Specialists representing Extension staff within the University and with UNH Cooperative Extension administration.
- 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.

- 1862 Institutions-** Land Grant Universities created by the Morrill Act in 1862. These institutions are located in all 50 states.
- 1890 Institutions-** Colleges created by expansion of the Morrill Act in 1890 in 16 southern states. Now integrated under passage of the 1964 Civil Rights Act.
- EMT** **Extension Management Team** - Made up of UNH Cooperative Extension Administrative Team, Program Leaders, County Office Administrators and Specialist representatives.
- ESCOP** **Experiment Station Committee on Organization and Policy** - The representative governing body of the Experiment Station Section, composed largely of the Directors of the Experiment Station in each state.
- ES-237** The federal reporting system for youth programs of Cooperative Extension.
- FLEP** **Forest Land Enhancement Program** - A U.S. Forest Service forestry cost share program administered jointly by UNH Cooperative Extension and the NH Division of Forests and Lands.
- FmHA** **Farmers Home Administration** – Created in 1946, the FmHA has its roots back to 1918 when the first federal seed loans were made. Today, it has authority to make loans (with strict eligibility criteria) to public bodies and not-for-profit corporations in rural areas for the construction or improvement of needed community facilities such as water and sewer systems.
- 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.
- FTE** **Full Time Equivalent** - One person working full time for one year.
- FY** **Fiscal Year** - UNH fiscal year is July 1 - June 30. Federal fiscal year is October 1 - September 30.
- Hatch Act** Federal legislation which established agricultural experiment stations across the nation associated with land-grant universities.
- IPM** **Integrated Pest Management** - Federally funded program emphasis in Extension.
- LLMP** **Lay Lakes Monitoring Program** - A UNH Cooperative Extension program utilizing volunteers to monitor NH lakes, ponds, streams and rivers.

- 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** – newly founded organization (2004) 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.
- NASULGC**      **National Association of State Universities and Land-Grant Colleges** - Provides the mechanism for land-grant institutions and the USDA to work together in formulating programs and policies.
- NEAFCS**      **National Extension Association of Family and Consumer Sciences** - A national professional association supporting the needs and interests of Family Development Extension Educators.
- NESAF**      **New England Society of American Foresters** - A professional society.
- NHTOA**      **New Hampshire Timberland Owners Association** - A prominent New Hampshire organization of landowners, forest industry leaders and conservationists.
- NRAES**      **Northeast Regional Agriculture and Natural Resource Engineering Service** - UNH Cooperative Extension is a member of this Cornell-based regional Extension organization that produces high quality educational publications for targeted agricultural and natural resource audiences and the public. Ideas and authors come from member states.
- 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 District offices. The agency has cost sharing programs for landowners. State offices are in Durham.
- PAT**      **Public Awareness Teams** - Teams in each county consisting of Advisory Council members and staff who develop plans to raise needed public awareness of UNH Cooperative Extension and improve understating of UNH Cooperative Extension among various groups, including funders.
- PAT**      **Pesticide Applicator Training** - A series of workshops held by UNH Cooperative Extension and the NH Dept of Agriculture, Markets and Food, to prepare people for the pesticide applicators exam for certification.

<b>PAT</b>	<b>Professional, Administrative and Technical</b> - This is a UNH personnel classification for many Cooperative Extension employees who are not educators, specialists or support staff.
<b>PAU</b>	<b>Program Appropriation Unit</b> - A state-funded appropriation. There are 12 PAUs in the USNH biennial budgets. Two of these pertain specifically to Cooperative Extension: one for State Extension work and one for County Extension work.
<b>POW</b>	<b>Plan of Work</b> - An annual report of priority program goals based upon the perceived needs of county residents.
<b>RREA</b>	<b>Renewable Resources Education Act</b> - A funding source for Extension natural resources programming.
<b>RC&amp;D</b>	<b>Resource Conservation &amp; Development</b> – The National Association of Resource Conservation & Development was established in 1988 by Congress. It is a unique USDA program designed to empower and assist rural people with tools and technical support to stabilize and grow their communities while protecting and developing natural resources.
<b>SAF</b>	<b>Society of American Foresters</b> - A national society of natural resource professionals, mostly forestry-related.
<b>SARE</b>	<b>Sustainable Agriculture Research Education</b> – Part of USDA’s Cooperative State, Research, Education and Extension Service (CSREES) since 1988, the SARE program funds projects and conducts outreach designed to improve agricultural systems.
<b>SPNHF</b>	<b>Society for the Protection of New Hampshire Forests</b> - Also known as the Forest Society; pronounced “Spin - if”.
<b>TIAA</b>	<b>Teachers Insurance and Annuity Association</b> - An option in the UNH retirement program.
<b>3200-6</b>	A U.S. Forest Service reporting form for forestry work; completed by all Extension Educators for Forest Resources in the counties.
<b>UNH</b>	<b>University of New Hampshire</b> - UNH has land-grant, sea-grant and space-grant charters. It is a public research institution with undergraduate and graduate programs and sponsored and un-sponsored research.
<b>UNHCE</b>	<b>University of New Hampshire Cooperative Extension</b> - A primary outreach arm of the University of New Hampshire delivering educational programs to meet local needs in every county in the state

- UNHM**      **University of New Hampshire at Manchester** - A commuter college serving the college educational needs of a diverse urban population. The mission of UNHM is to provide access to a wide variety of undergraduate, graduate, and continuing education programs.
- USNH**      **University System of New Hampshire** - The System is composed of the colleges and universities supported by the State of New Hampshire including: Keene State College, Plymouth State University, University of NH, University of New Hampshire at Manchester, and College for Life-long Learning.
- USDA**      **United States Department of Agriculture** - The U.S. federal Department to which the Cooperative Extension Programs of CSREES belong.
- WHIP**      **Wildlife Habitat Incentive Program** - A USDA cost share program for landowners administered by NRCS.

[Acronyms updated Feb 2008]

## Program Leader / Supervisor Checklist

### Prior to new staff arrival:

- Secure an office space, desk, computer and other necessary equipment for the staff member
- Arrange for secretarial support as appropriate
- Order business cards, name tag, E-mail address and briefcase for the new staff member early enough that they are available on the day they arrive
- Forward a New Staff Orientation Packet to the new staff member's office for placement on their desk prior to arrival
- Inform the staff member's COA or immediate supervisor of the date and time of the staff member's arrival
- Arrange for first-day orientation

### The day of new staff arrival:

- Arrange for someone to be at the staff member's office to welcome them (COA, PL, Support Staff, Colleague, etc.) and proceed through first day orientation
- Welcome them in person or by phone, e-mail or fax.

### When meeting with the new staff member:

#### Review pertinent policies:

- Annual leave and sick leave
- Annual leave requests
- Travel policies
- Out of State Travel Requests
- Staff meetings
- Committee membership
- Business cards, name tags, enclosure slips

#### Discuss performance expectations:

- Job description
- Orientation expectations
- Program expectations; Plan of Work
- Program development, implementation & evaluation
- Monthly/end-of-year reporting – multi-state on-line reporting system found at <http://www.neprc.net>
- Annual performance reviews
- Probationary period

**Review professional development policies:**

- Position Inventory
- Professional Development - Plan
- Professional Development - End-of-year summary
- In-service training expectations - new staff
- In-service training - general
- University course work - tuition waivers
- Professional Associations
- Professional conferences

**Get new staff acquainted with program staff:**

- Arrange to have staff member meet with program area Specialists and Educators
- Arrange “job shadowing” opportunities for the new staff member with Educators/Specialists from their program area
- Forward dates of program area meetings to the new staff member

## County Office Administrator Checklist

### **Working with the appropriate Program Leader/Supervisor:**

- Assist in arranging for an office location and appropriate office furniture (including computer)
- Place orientation packet on the staff member's desk prior to arrival
- Arrange who will be at the office to welcome the new staff member and support them in their first day

### **Orientation to the office:**

- Arrange for someone in the office to orient the new staff member to:
  - Office facility - storage, meeting rooms, etc.
  - Office security - keys, parking, locking, lighting
  - Office machines - how to operate, machine manuals
  - Explain office procedures and policies
  - Budget
  - Purchasing
  - Mail
  - Technology support
  - Inter-office communication
  - Travel
  - Requests for use of shared equipment
  - Reserving meeting spaces
  - Provide dates of coming staff meetings, Council meetings, budget hearings, etc.

### **Orientation to the county:**

- Introduce or arrange for someone else to introduce the staff member to key individuals:
  - Office co-workers
  - County Commissioners
  - Extension Council Members
  - County Delegation representative to Extension Council
  - Key volunteers/supporters
  - Work with the staff member and co-workers and/or key volunteers to arrange a county tour.

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