



UNIVERSITY *of* NEW HAMPSHIRE
COOPERATIVE EXTENSION

Orientation Information
for
New County Support Staff

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

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

Staff Resources Fact Sheets and Web Site Links

You can access these resources, and many more, through the UNH Cooperative Extension Web Page: www.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. (These links are also posted on the UNHCE Intranet under "New Employee Orientation" <http://extension.unh.edu/Intranet/NewEmp/NewEmp.htm>):

- ▶ [Affirmative Action Statement](#)
- ▶ [Business Service Center](#)
- ▶ [Civil Rights Guide for UNH Cooperative Extension Employees](#)
- ▶ [Demographic Information](#)
- ▶ [Extension Educator Promotion Procedures](#) – (look under "Human Resources")
- ▶ [Extension Update](#) – UNHCE biweekly electronic newsletter
- ▶ [Extension Policies and Procedures](#)
- ▶ [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](#)
- ▶ [Travel Policy](#)
- ▶ [UNH Cooperative Extension Strategic Plan](#) (FY 2007-2012)
- ▶ UNHCE Employee Orientation "Course" – an online orientation course. Go to this item listed on the Intranet New Employee Orientation page <http://extension.unh.edu/Intranet/NewEmp/NewEmp.htm>.

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** – Former name of current Farm Service Agency. (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.

- CMT** **County Management Team (formerly EMT, Extension Management Team)-** Team consisting of UNH Cooperative Extension Leadership Team, Communications Coordinator and County Office Administrators.
- 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.
- ESGOP** **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.
- GSC** **Granite State College (formerly 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.
- 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.

ITDE	Information Technology and Distance Education - The UNH Cooperative Extension technology office providing technology planning and support to the organization and its staff.
KSC	Keene State College – one of the components of the University System of New Hampshire.
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.
- PAT** **Professional, Administrative and Technical** - This is a UNH personnel classification for many Cooperative Extension employees who are not educators, specialists or support staff.
- PAU** **Program Appropriation Unit** - 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.
- POW** **Plan of Work** - An annual report of priority program goals based upon the perceived needs of county residents.
- PSU** **Plymouth State University** - One of the components of the University System of New Hampshire.
- RREA** **Renewable Resources Education Act** - A funding source for Extension natural resources programming.
- RC&D** **Resource Conservation & Development** – 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.
- SAF** **Society of American Foresters** - A national society of natural resource professionals, mostly forestry-related.
- SARE** **Sustainable Agriculture Research Education** – 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.
- SPNHF** **Society for the Protection of New Hampshire Forests** - Also known as the

Forest Society; pronounced “Spin - if”.

- TIAA** **Teachers Insurance and Annuity Association** - An option in the UNH retirement program.
- 3200-6** A U.S. Forest Service reporting form for forestry work; completed by all Extension Educators for Forest Resources in the counties.
- UNH** **University of New Hampshire** – One of the components of the University System of New Hampshire. 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.
- UNHCE** **University of New Hampshire Cooperative Extension** - 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 New Hampshire and University of New Hampshire at Manchester, and Granite State College (formerly 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 August 2008]

UNH Durham Campus Offices for Extension Staff

- **Kendall Hall** – UNH Dept. of Molecular, Cellular & Biomedical Sciences (formerly Animal & Nutritional Sciences)
- **Kingman Farm** – Sea Grant & Water Resources (SGWR)
- **Moiles House** – 4-H Youth Development
- **Nesmith Hall** – Forestry & Wildlife, UNH Dept. of Natural Resources & the Environment (formerly Resource Economics & Development) and SGWR
- **Pettee Hall** – UNH Dept. Family Studies
- **Spaulding Hall** – UNH Dept. of Biological Sciences (formerly Plant Biology) and SGWR
- **Taylor Hall** – Administration and Program Leadership, Business Service Center, and Communications, Information Technology and Distance Education

**UNH Cooperative Extension
Office Locations**

BELKNAP COUNTY

36 County Drive
Laconia, NH 03246-2900
603-527-5475
FAX 603-527-5477

HILLSBOROUGH COUNTY

329 Mast Road, Rm 101
Goffstown, NH 03045-2422
603-641-6060
FAX 603-645-5252

CARROLL COUNTY

73 Main Street
PO Box 1480
Conway, NH 03818-1480
603-447-3834
FAX 603-447-5192

MERRIMACK COUNTY

315 Daniel Webster Highway
Boscawen, NH 0330-2410
603-225-5505
or 603-796-2151
FAX 603-796-2271

CHESHIRE COUNTY

800 Park Avenue
Keene, NH 03431-1513
603-352-4550
FAX 603-358-0494

ROCKINGHAM COUNTY

113 North Road
Brentwood, NH 03833-6623
603-679-5616
Toll Free 1-800-248-6672
FAX 603-679-8070

COÖS COUNTY

629A Main Street
Lancaster, NH 03584-3612
603-788-4961
FAX 603-788-3629

STRAFFORD COUNTY

268 County Farm Road
Dover, NH 03820-6003
603-749-4445
FAX 603-743-3431

***FAMILY, HOME & GARDEN EDUCATION
CENTER***

200 Bedford Street (Mill #3)
Manchester, NH 03101-1113
603-629-9494
Toll Free: 1-877-398-4769
FAX 603-629-9998

SULLIVAN COUNTY

24 Main Street
Newport, NH 03773-1515
603-863-9200
FAX 603-863-4730

GRAFTON COUNTY

3855 Dartmouth College Highway, Box 5
North Haverhill, NH 03774-4909
603-787-6944
FAX 603-787-2009

STATE OFFICE

Taylor Hall, 59 College Road
Durham, NH 03824-2621
603-862-1520
FAX 603-862-1585 (1st fl); 862-1685 (2nd fl)
and 862- 2385 (BSC)

For a map of NH counties with UNHCE office locations, go to:
<http://extension.unh.edu/Counties/documents/UNHCEMap.pdf>.