



UNIVERSITY *of* NEW HAMPSHIRE
COOPERATIVE EXTENSION

County Support Staff Guide

UNH Cooperative Extension County Support Staff Guide

Welcome to UNH Cooperative Extension

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Overview of Program Areas (please see our website: <http://extension.unh.edu/> for information on the UNH CE program areas)

- 4-H Youth Development
- Agricultural Resources
- Community Development
- Family and Consumer Resources
- Forestry and Wildlife
- Sea Grant and Water Resources

Job Descriptions for County Support Staff/ Administrative Assistant/ Educator Assistant

Review county job description and ranking.

Review any pertinent county employment information not covered by county HR.

Information Technology and Distance Education (ITDE) Skills

The position of administrative assistant involves various technical skills. Skills vary depending on the individual position. Common expectations include familiarity with: E-mail, word processing, calendar application, desktop publishing, generating labels, and use of spreadsheets or databases. Routine activities also include assisting educators, backing up computers, and performing simple maintenance on peripherals.

IT Training

Training for these functions is available at:

<http://ceinfo.unh.edu/Intranet/ITDE/trg/indextrg.htm>

Tutorials for frequently-used, multi-step processes can also be located at:

<http://cecf1.unh.edu/tutorials/index.cfm>

ITDE Orientation Guide

For information on computer policies, procedures, usage, and supported software, please consult the ITDE orientation guide at:

<http://extension.unh.edu/Intranet/NewEmp/ITDEOrnt.pdf>

ITDE Blog

Additional information on all IT-related functions is available on the ITDE web site at: <http://extension.unh.edu/blogs/itde/> This contains a searchable blog, and several subsections. At the time of publication, the subsections included:

- Accessibility
- Communications Technology
- Equipment
- Ergonomics
- Eudora
- General
- Internet and Browsers
- IT Training
- Microsoft
- Safe computing
- Tips, Tricks and Quick Fixes
- Word
- YOUTH Blue Ribbon

Links to archives of the areas listed above are on the right side of the ITDE Blog.

Check back to the Blog periodically, or make it your home page! It is a dynamic area, to which we keep adding sections and postings. There is also a link on the ITDE Blog so you can subscribe to updates via email or an RSS reader.

Equipment skills – some are required, some desired depending on position.

1. LCD projector and ability to connect to computer for presentations
2. Cordless microphone
3. Typewriter
4. Computer
5. Printer
6. Fax machine
7. Copy machine
8. Copy duplicator
9. Labeling machine
10. Folding machine
11. Postage machine
12. Calculator
13. Laminator

Phone - Review county system

Handling calls

The phone is answered, “UNH Cooperative Extension, _____
County, may I help you?”

Calls for the Family, Home and Garden Education Center are referred at their toll-free number, 1-877-398-4769. They are open from 9:00 AM – 2:00 PM, Monday – Friday, and Wednesday evenings 5:00-7:30 PM. Calls to refer are non-commercial calls about gardens, lawns, landscapes, pest problems, food safety, food preservation, tree planting and care, houseplants, water systems and water quality. The FHGEC has written information on family finances, nutrition, parenting, child development, 4-H Youth Development, and backyard livestock and wildlife.

For other calls, ask, “May I tell him/her who is calling?”

If the person is out, ask if the caller would like their voice mail.

Do not say they are not in yet. Just say we expect him/her at ____.

Extension Educators work unusual hours so they may not be in the office at regular hours.

Getting messages: Review your phone system.

Mail - Review procedure

Distribute the mail for the educators and yourself. Mail is to be opened, and placed in the educators' inboxes. Do not open mail marked confidential. Do not open mail from the University System of New Hampshire Financial Services, which comes every other week.

Postage meter (may vary by county)

To use the postage meter, press any button. Unlock it with the code, press "Enter." Place the item on the scale. Choose an account by pressing the "Account" button, entering the number of the department, and pressing the "Enter" button. Insert the envelope, or press "Tape" and "Enter." To seal only, press "Options," "2," "Enter." Lock the meter when done by pressing "Lock Meter."

Cradle Crier and Toddler Tales

Extension Mail Manager is an application used by county staff to generate labels for Cradle Crier, Toddler Tales and other forms.

Directions for use of this application to generate labels, along with tips for managing the handling & distribution of these publications, can be found at:

<http://extension.unh.edu/blogs/itde/cradcry.pdf>

Bulk Mail (may vary by county but should be established at the non-profit rate)

1. Bulk Mailings must contain at least 200 pieces of mail, all the same weight.
2. Stamp bulk mail with the bulk mail stamp, or place bulk mail stickers on the envelopes in the upper right hand corner, where the stamp would go, or order envelopes with the bulk mail information printed on them.
3. In bulk mail, mail is sorted into three categories:
 - a) "D" symbol indicates that all the mail in this group is for the same zip code. To qualify for a "D" code, there must be at least 10 pieces of mail going to the same zip code. ("D" is also called "5" because all 5 of the digits are the same.)
 - b) "3" symbol indicates that the first three digits of the package are the same (e.g., "038", "030", "032", "031", etc.) There is no minimum or maximum amount of pieces in a "3" grouping.
 - c) "MS" indicates that there is a group of mail all going to the same state, not New Hampshire. For example, 3 pieces going to Massachusetts would be banded together under an "MS" sticker; 5 pieces going to Connecticut would be similarly banded. You could band 10 pieces going to the same state under a "D" code only if they were all going to the same 5-digit zip code.
4. Only the top piece in a sorted group needs a sticker.
5. Mail must be sorted by zip code in ascending order.
6. The post office wants you to double band all sorted pieces, one rubber band around the width of the envelope and one rubber band along the length.
7. "D" categories come first, followed by "3" categories, followed by "MS" categories.
8. The Post Office supplies the marking cards, which go on the outside of the trays. The Post Office also supplies the trays.
9. Fill out the form, and have it signed by an educator. (See example of the form in the "Cradle Crier/Toddler Tales" folder.) Make one copy of the form, put one copy in the

crate with the mail. File the other copy, with a sample of the mailing, for the bulk mail report at the end of the fiscal year.

10. Keep accurate count of the number of pieces you are mailing. The post office will count them.
11. All your pieces must weigh the same. The post office will reject your entire mailing if there are weight discrepancies in just one piece. (This means no personal notes inserted in some envelopes unless everyone gets one.)
12. Any piece half the size of an 8 ½ X 11 " is considered letter size and goes in trays. Newsletters are larger and are considered flats.
13. Bulk mail is taken to the _____ Post Office.
14. The bulk mail report is done yearly at the end of the fiscal year. The reports are in "\\Cerock13\public\UNHCERC Shared Folder\Postage". The report is given to the current COA (County Office Administrator). Included in the bulk mail report is the yearly report information for Cradle Crier and Toddler Tales.

Tips for Mailings and Publications (may vary by county)

1. When a mailing has enough pieces to send bulk mail, print labels in zip code order.
2. Print labels on dot-matrix printer, and use labeler to put on labels. (At present, labels will not print correctly on dot-matrix printer.)
3. If you are sending one folded piece of paper, you do not need to staple the paper if the edge of the paper is folded down.
4. It's best to create an Access database with the information and create the mailing labels inside the database as a report, because if you make any changes to the list, the labels are automatically updated.
5. Labels are supposed to be printed in all capital letters.
6. If you have the post office box number for the recipient, that address is supposed to be used instead of the physical address.
7. People have started to ask for physical street addresses for workshop locations. (e.g. Pleasant Town Hall, 29 Pleasant St, Pleasant, NH). They want to find directions from their specific locations to workshop venues using MapQuest or Yahoo! Maps. Adding these physical addresses to workshop brochures and calendar descriptions may be just what participants would like.
8. Each UNHCE publication should have the UNHCE logo. You can download them from our website (Intranet, go to "Communications").
9. The UNHCE civil rights statement should be on all UNHCE publications.
10. To print labels from Extension Mail Manager, open the database from the desktop.
 - a) Choose "Create Mailing Labels" from the "Main Switchboard" window.
 - b) Click "Create mailing labels for list".
 - c) If you want to print labels using "Contact Type ID," click "Yes" under "Do you want to select by contact type ID?"
 - d) Select as many lists as you wish by using the "Control" or the "Shift" key on the keyboard.
 - e) Click "Preview Labels."
 - f) Print labels. The labels are set up to print from the manual feed tray on the printer. The labels will print in zip code order.
 - g) Choose "Close" after labels have printed.

Creating mailing labels in Access

1. Close the table you want to create the labels from, but keep the database open.
2. From the menu at the top frame of the window, choose "Insert", then "Report".

3. When the "New Report" window opens, choose "Label Wizard", from the drop-down menu choose the table to base the report on, click "OK".
4. When the "Label Wizard" window opens, choose the number for the type of label, and whether the labels are "Sheet feed" or "Continuous". You do not need to make any other settings unless you are creating custom labels. Click "Next".
5. Make any choices for the font when the next "Label Wizard" window opens. Choose a font that is small enough for all the information to print on the labels, but not too small to read easily. Click "Next".
6. Choose the fields you want to print on the labels by double-clicking each field in the order you want it to appear. Hit enter after any field to put the next field on a new line, and place spaces where desired. Backspace to delete any field. Click "Next".
7. When the next "Label Wizard" window opens, double-click to choose the field or fields you want the labels sorted by (for example zip code).
8. When the last "Label Wizard" window opens, choose a name for the labels, and under "What do you want to do?" choose "Modify the label design." Click "Finish".
9. When the report opens in design view, select all the fields by holding down the "Shift" key on the keyboard and clicking on each field. Right-click the selected fields and choose "Properties". When the "Multiple selection" window opens, click on the "All" tab. Under "Format", type ">" to force all characters to upper case. Close the window.
10. With the report in design view, to suppress blank lines from printing, select the field(s). Right-click the selected field(s) and choose "Properties". When the "Multiple selection" window opens, click on the "All" tab. Under "Can Shrink", choose "Yes" to stop the field(s) from printing if the field is blank. Close the window.
11. With the report in design view, if you do not want (a) field(s) to continue onto the next line, select the field(s). Right-click the selected field(s) and choose "Properties". When the "Multiple selection" window opens, click on the "All" tab. Under "Can Grow", choose "No" to stop the field(s) from continuing onto the next line. Close the window.
12. To view the labels, click on the "View" button on the toolbar.

News Releases

Send news releases by either snail mail, email or fax to the organizations listed in the "Media List" mailing list in Extension Mail Manager.

Bulletin Board

Check the bulletin board monthly, take down outdated information, and put up new information. If necessary, call the organization for updated information to post. The educators often get updated information that can be copied to post. The size of flyers and posters can be changed to a smaller size by using one of the copiers. The flyers and posters can also be changed in color by copying them onto a piece of color paper.

Formatting for Letterhead

To create something to print on letterhead, set the top and left margins to 1.75, and set the bottom and right margins to .5.

Preparing for Programs

1. Photocopy publications, pull publications, and put away unused publications. Enter publications distributed at programs in the "Publications Sent.xls" document for the current Federal fiscal year.
2. Update or create databases and spreadsheets to keep track of registrants for programs.
3. Update or create flyers and brochures to market programs
4. Update or create PowerPoint presentations as requested.
5. Promote programs through press releases, web site, and web calendar as requested.
6. Assist at the program, take registration as requested.
7. Schedule workshop locations in cooperation with educator.
8. Arrange caterers, audio visual equipment, room setups.
9. Create signs for workshops.
10. Collect funds.
11. Mail flyers or brochures to organizations and individuals; often this is a bulk mailing.

Survey results

1. After programs are completed, compile survey results.
2. Make a copy of original survey to use as tally document.
3. Add the results in bold and/or italic so they are easy to see.
4. For some surveys, use Excel and convert the results to graph form as requested.

PictureTel Instructions

PictureTel is a distance learning tool that allows you to conduct educational sessions and meetings over the web. UNHCE has the following sites:

- Grafton County
- Merrimack County
- Rockingham County
- Sullivan County
- Taylor Hall (UNH)

For more information on PictureTel, additional sites, and how to use it, go to:

<http://extension.unh.edu/Intranet/ITDE/ITDEDE.htm>

For further information, contact Dave Foote (david.foote@unh.edu)

Thanks to Lynn Harrison, Rockingham County, for her contributions to this manual.