Council members must be knowledgeable about local plans of work especially the program outcomes and impacts to be addressed by Extension Field Specialists over a period of time. Program outcomes show change in learning and behavior while impacts change a social, environmental, civic or economic condition.

Suggestions for Council member involvement in program plans are to:

1. Gain general knowledge of the situation, barriers and opportunities that affect the establishment of program priorities in the county.

2. Provide guidance to the Extension Field Specialists in identifying program priorities, resources, outcomes and impacts.

3. Become well acquainted with the intended program outcomes and impacts focused on by each Extension Field Specialist.

4. Request that Extension Field Specialists focus on program outcomes and impacts when reporting. Reports should relate to the progress (or lack of progress) being made toward reaching the program outcomes and impacts.

5. Assist Extension Field Specialists in evaluation and reporting of program impact.

A clearer understanding of program outcomes and impacts should provide a basis for improved communication between Council members, Extension Field Specialists and Program Team Leaders. Progress in achieving program objectives are a primary factor in performance management. Understanding program objectives and related impact help everyone communicate more effectively about UNH Cooperative Extension with decision makers such as county delegation members and the general public.