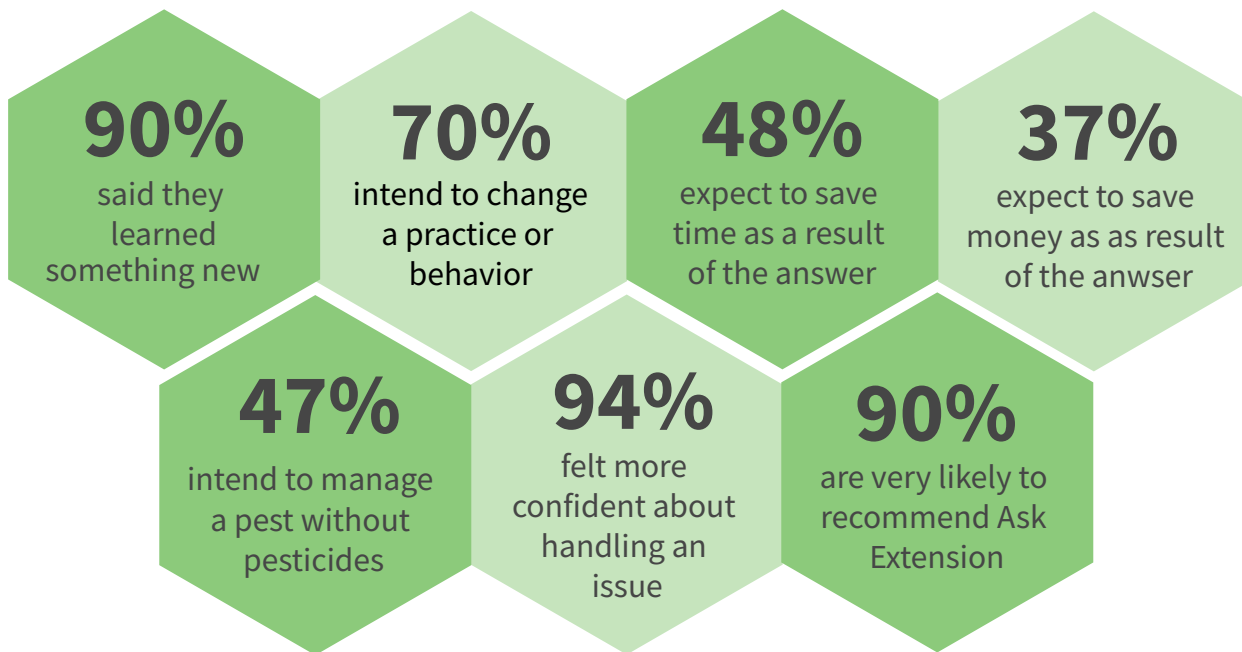


Ask Extension 2022 Client Survey Results



About Ask Extension

The University of Maryland Extension (UME) Home and Garden Information Center (HGIC) has offered an “Ask a Gardening Expert” service since 1990 as a means to extend research-based knowledge to the general public, provide horticultural and pest management expertise, and help protect and improve Maryland's natural resources. HGIC now provides this service entirely online using the Ask Extension (www.ask2.extension.org) platform administered by the National Extension Foundation with support from USDA's National Institute of Food and Agriculture. Answers to public Ask Extension questions become part of the national Ask Extension [Knowledgebase](#), available to anyone, anywhere online using search engines.

HGIC faculty and staff, UME field faculty, and 14 UME Master Gardener volunteers answer questions from Maryland and District of Columbia residents who submit questions and photos using the [HGIC Ask Extension](#) submission form as well as any horticulture-related questions sent using the [Ask Extension](#) portal on the UME website (managed by Koralleen Stavish), or the general www.ask2.extension.org webpage.

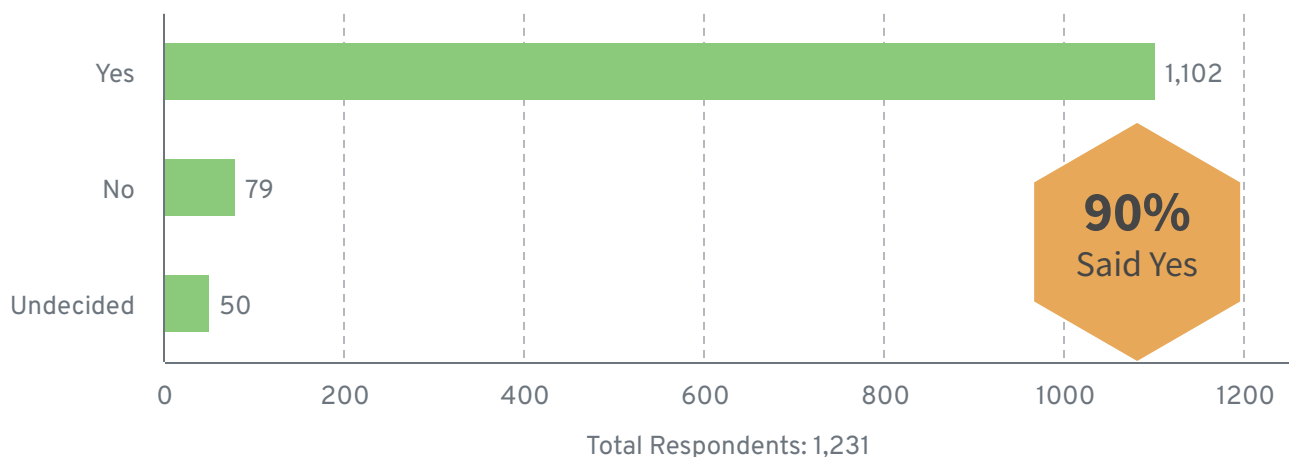
HGIC fields questions on a wide range of gardening and nature-related subjects such as plant and insect identification, plant diagnostics and pest management, soil test results, plant selection and landscape design, food gardening, and more. Questions outside of our range of expertise are forwarded to appropriate Extension faculty (e.g. water quality, food safety experts). Clients who desire an in-person or phone consultation are directed to their county/city Extension Office and/or their county/city “Ask a Master Gardener” plant clinic. **HGIC’s team handled 6,010 Ask Extension questions in 2022.**

HGIC implemented a new survey in 2022 to evaluate the impact of Ask Extension and the satisfaction of our clientele. We created a 10-question Qualtrics survey which was approved by the University of Maryland Institutional Review Board. The survey link was emailed to Ask Extension clientele two weeks after they submitted their question(s). Data collection took place from May 2022 through January 6, 2023. **We received a total of 1,288 responses.**

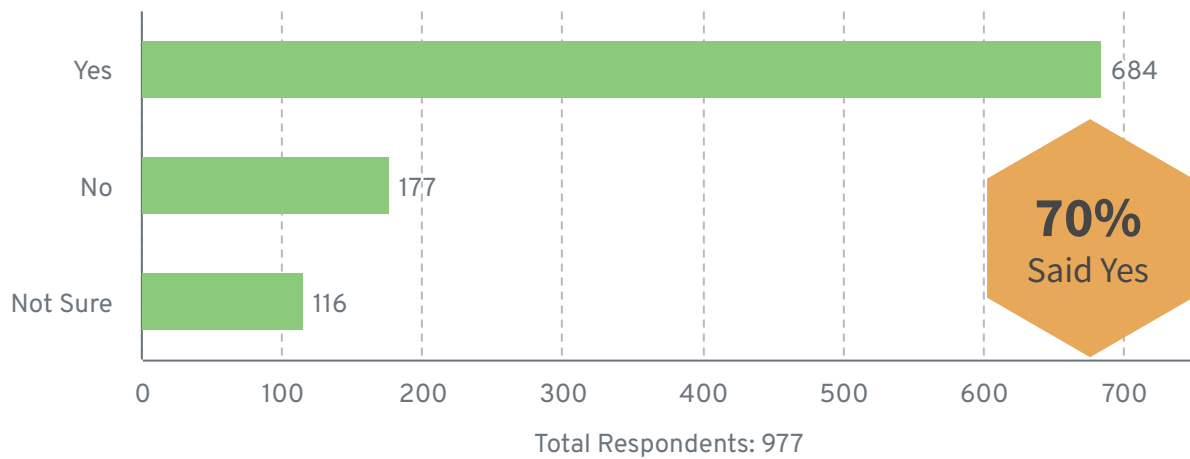
The following report presents highlights and full details of the responses. These results reflect answers to questions handled only through HGIC and do not convey results of Ask Extension questions answered through other Extension programs (e.g., 4H, pasture management, etc.).

Survey Questions & Results

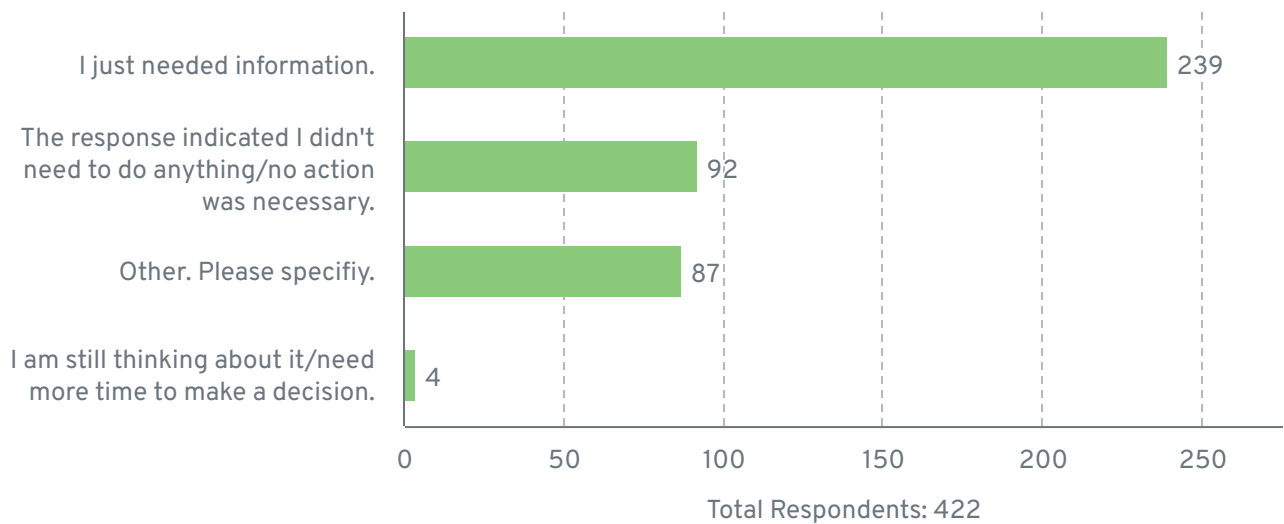
Did the answer you received from Ask Extension help you learn something new?



Do you intend to change a practice or behavior as a result of the answer you received?

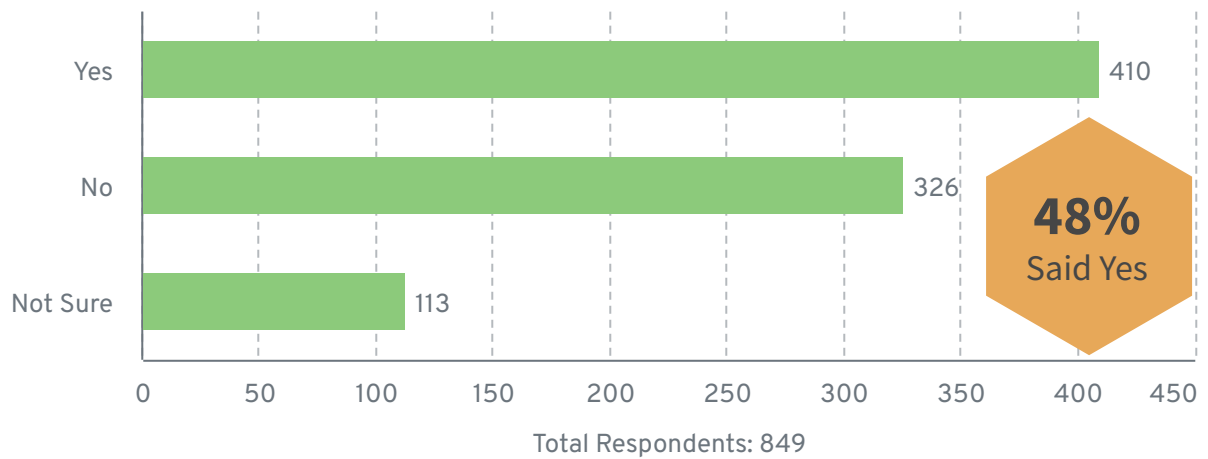


Please let us know why you do not intend to change a practice or behavior.

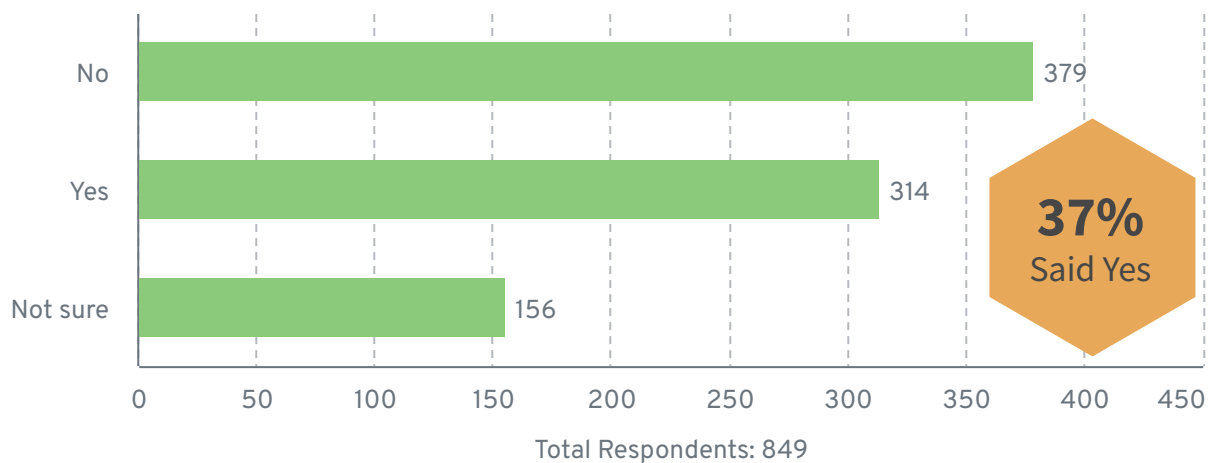


Responses to "other, please specify" are in the Appendix.

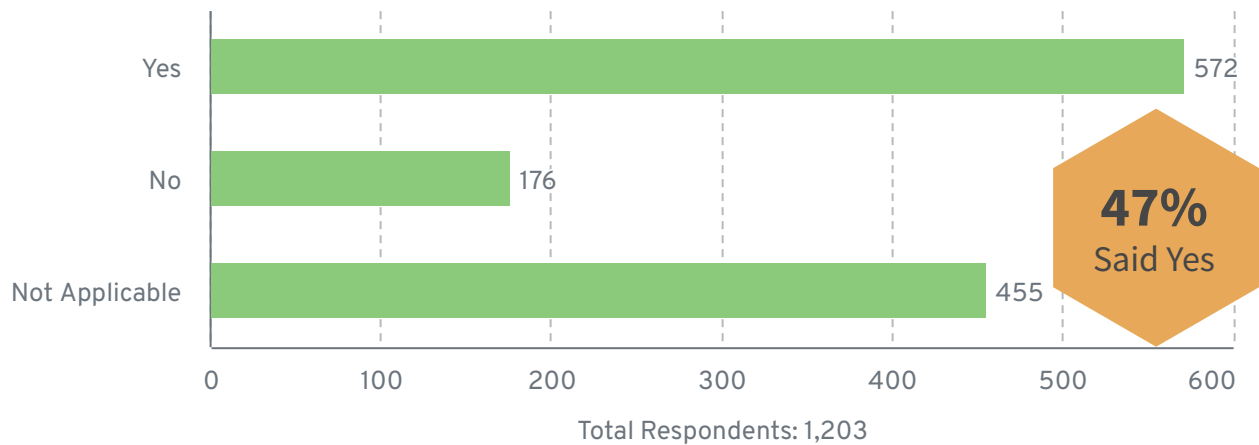
Do you expect to save time as a result of the answer you received?



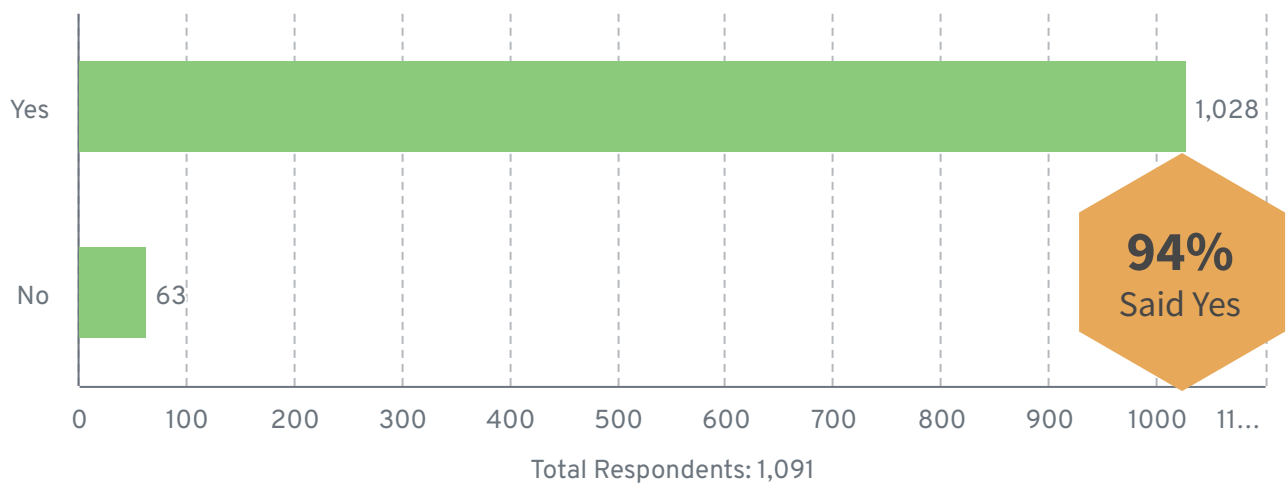
Do you expect to save money as a result of the answer you received?



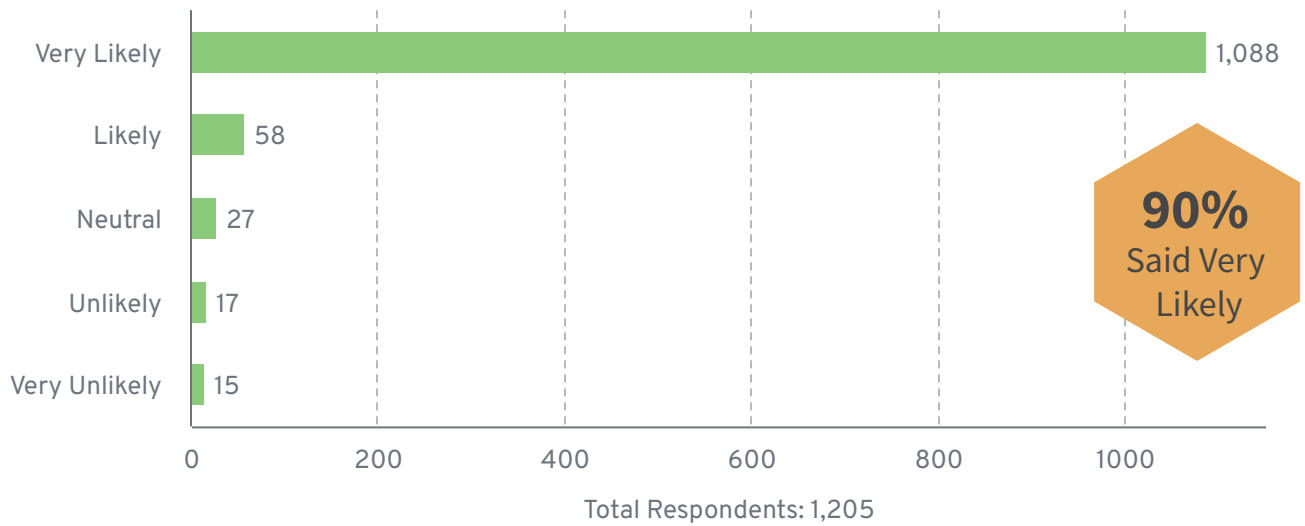
As a result of the information you received, do you intend to manage a weed, plant disease, or insect pest problem without using pesticides?



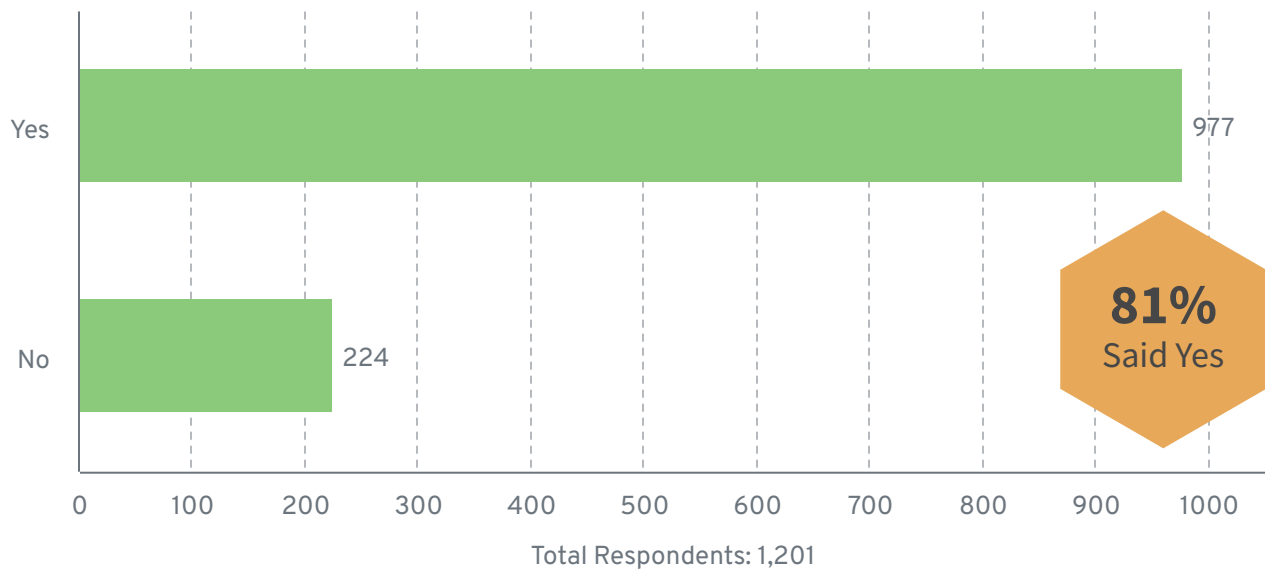
Do you feel more confident about your ability to understand and handle a plant, pest, or gardening issue as a result of the information you received?



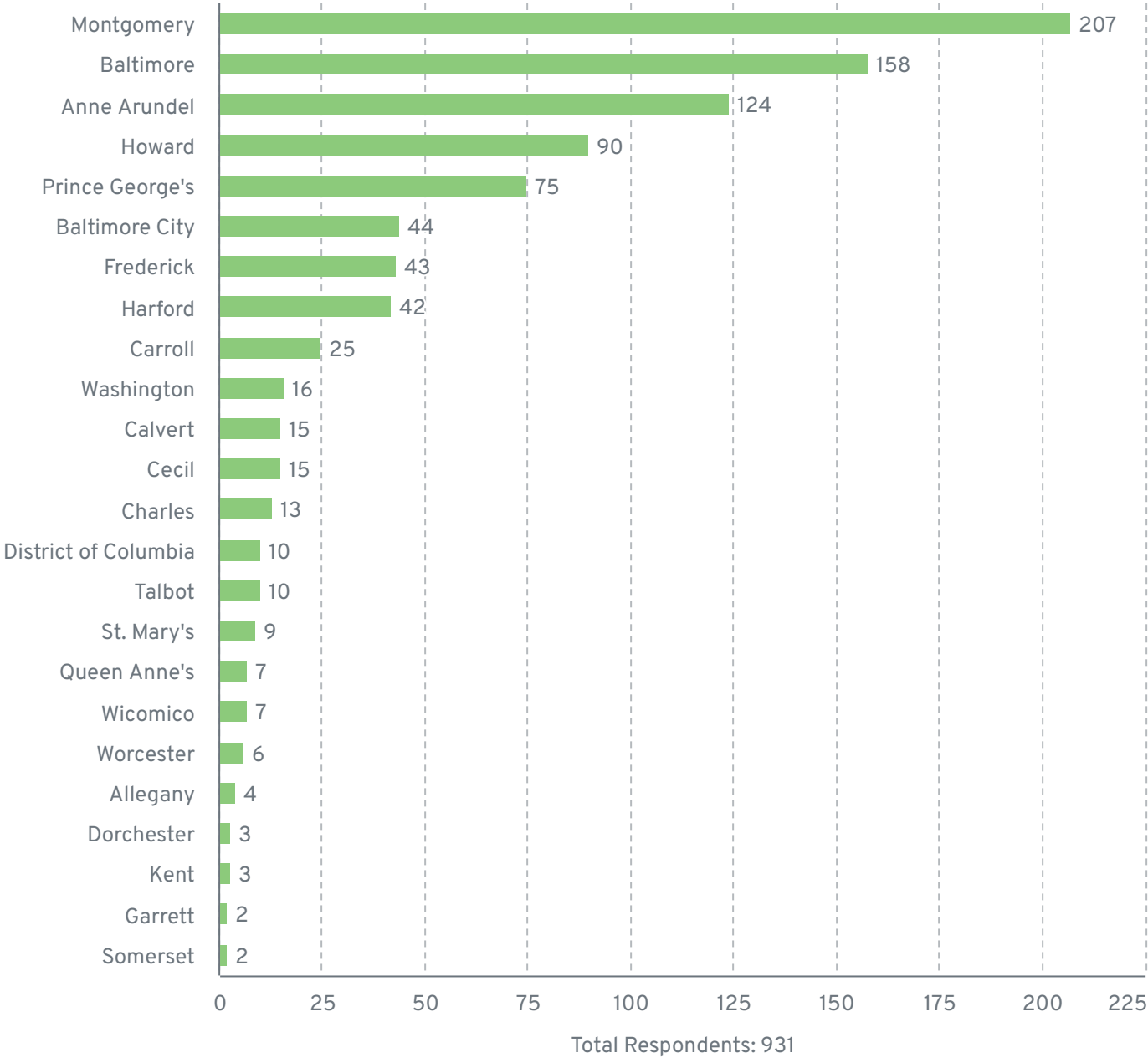
How likely are you to recommend Ask Extension to someone else?



May we contact you in six months to follow up?



Which county/city do you live in?



Appendix

Please let us know why you do not intend to change a practice or behavior. Other, please specify.

The answer solved a one-time problem.

The answer did not address my question, instead I got a lecture on your thinking. Why should you dictate practices or procedures? Your arrogance is profound.

I did not receive a reply. It is not in my spam folder either.

The question regarded trench composting which I do but needed to be assured that it will still a good practice.

This time, I just needed information, but the Extension has been very helpful in the past that has helped me change behavior and save money.

I have not received a reply. I have checked my spam folder and am unable to locate anything.

I'm not sure the answer was correct.

I asked because I wanted help making a decision. The equivocal answer didn't help me.

They did not answer my question. They said they didn't have a wildlife specialist available. They attached links to online advice that I already saw. I needed and still need the wildlife specialist.

I inquired about a dead dogwood that had been removed and whether I needed to have the stump drilled. Also requesting info about planting a new dogwood in same area.

The answer confirmed what I thought the answer should be. I was asking the question for my daughter and her HOA and wanted the scientific backup for the answer.

Not sure if whoever answered my question was someone with knowledge, or just a nice lady Cathy with a knack for gardening. The answer was on easily found online & I suspect it's a false fact. Also, the signature was just a first name, no last name or title. Not even Citizen Gardener.

Didn't receive response.

Very fast response to insect ID question!

My question and the answer were not related to a behavior or practice.

I never received a response. I even checked my spam filter and went back over 60 days and there was no response. Obviously, I am annoyed.

I wanted you to know that here in Balt. County we are struggling with dying trees at an alarming rate. I want state help for folks like me. Falling branches from dead trees can injure and kill people, I need help getting these trees on the ground. I cannot continue to afford \$5000 per year taking down dangerous dead trees. Your advice just cut them and leave them for wild life is ok for now, until we have a drought and they become fodder for fire. That's not an acceptable solution. Climate change is real.

I was disappointed that the extension is not more forward looking related to current research instead of 100% reliant on labels.

I needed information and I will take action based on the info.

They misunderstood the question so it wasn't answered properly.

Confirmed my thoughts.

It confirmed that a tree needed to be cut down.

An answer could not be provided because the pictures I sent weren't big enough to show detail. When I tried to enlarge, pictures would not send.

The plants had too much water and i think the roots were damaged, thankfully the company replace them. No issues with the new ones.

recommendation was not definitive.

I did not receive a response.

I never received a response

Did not get an answer.

The question was answered well and appropriate treatment applied (pruning mostly).

My question was not answered.

I had almost completely removed the Polk weed, even though I didn't know what it was, & had sprayed the remaining root with concentrated poison ivy spray, my problem is lack of time to do everything in the garden as my wife is severely ill & I have to do everything she did & what I did, while also helping the 24/7 caretakers.

I did not receive a reply.

No reply.

I think the answer didn't sufficiently clarify the nature of the problem, but the problem seems to have subsided for the moment.

I just needed help identifying if a plant in my garden was suffering from "yellow aster" disease. Your wonderful staff helped diagnose and offer suggestions on how to deal with the issue.

I did NOT receive a response.

referred to the resident arborist at the arboretum.

plant invaded my back yard and I needed to know what is was so I could figure out how to get rid of it

I wanted to know what grew in my planter from seed that I didn't plant. Its an elm tree!

the solution to my question did not solve the problem it just told me to deal with it till it goes away.

I think we're on the same page. The AAE expert reinforced what I've been thinking and definitely solidified how to move forward.

Your response indicated that my photo did not provide enough information for a decision.

the information given did not provide me with any new information, and did not answer my question

more detail

Needed to remove diseased shrubs.

I wanted to confirm what I knew to be true for a neighbor's benefit.
I think the advice I was given was incorrect.
The problem I had with my zucchini was due to too much rain over a two day period. Not sure there's much I can do about that!
I needed the informational in order to change behavior in my neighborhood.
Insect ID
I need to provide additional photos to get the information I need.
Requested plant identification.
We discussed a suddenly ill hydrangea.
I never received an answer!
The Extension confirmed what I suspected -- the plant I had was not a black raspberry bush.
No answer to my question was provided.
1 time only not a repeatable procedure.
I didn't get any new information so am continuing what I was already doing.
The response I received was at the level I already knew, so was looking for something with more depth and recommendations.
Cause of problem not the result of my action.
It would be great to know which questions this survey is asking about. I submitted a few different questions and can't remember which one this was about. Thank you.
I can't control airborne herbicide that is apply others.
Did remove the text. My question did not pertain to any of your follow-up questions.
Neighbor requested validation of info I had provided on BMP for mosquito prevention.
I asked for an identification of a plant. Got a partial reply. Sent additional info but no reply to that. I want to keep the plant if it is identified.
have never received any answer or info pertaining to my question.
I never rec'd a response?
I never received a reply.
Confirmed appropriateness of present action.
I did not receive a response to my initial query.
I never got a response to my most recent query, so this whole survey is inapplicable. It's the second I've gotten about my unanswered query.
I needed to identify a plant.
The answer verified a Google photo search re: an invasive pant. I had planned on getting rid of it and have done so. The links provided were excellent information.
I have not yet received a response. It's been about 10 days since I submitted my question.
Your diagnosis of the problem with my viburnum shrub (aphids infestation) was correct and echoed by the specialist viburnum grower (Viburnum Classics in Nebraska). However, I received slightly different advice from the grower regarding what action to take. Instead of using a spray insecticide he recommended removing all the curled leaves and letting new leaves grow from the stem as the sprays don't work well in my case because it doesn't get into the very tight curl of the infested leaves of this particular viburnum where the aphids are. I have a large collection of viburnums and this was the only one infested. I learned V. macrocephalum unlike most other viburnums is prone to aphids and infested new leaves can curl very quickly when the eggs are laid before the aphids hatch - i.e., before the aphids are visible. I took his advice and removed and disposed of the infested leaves. New leaves are already growing in their place.
The answer confirmed what I was planning to do was correct.
I haven't gotten a response yet.
I have not received an answer yet so I cannot really comment.
The response didn't really answer my question.
The quality of the picture I submitted was not good enough.
I have not received an answer to my question. This is the first acknowledgement I have received.
I already knew the answer. I was just confirming what I knew.
I will change my watering schedule.
Testing the other field. I am not sure how to answer this question.
My question was more informational than requesting thoughts on actions I should take.