

Missouri County Administrative Staff Operating Procedures Manual

Revised November 2023

This is a working document to be used as a resource and guide.
The information contained herein is subject to change.
For corrections and updates to this manual, please contact the Office of Off Campus Operations.



Welcome to the University of Missouri Extension Family!

The county office support staff is a contributing member of the office team and plays an important role in bringing the resources of the University of Missouri to local citizens.

MU Extension website	https://extension.missouri.edu/
About MU Extension	https://extension.missouri.edu/about-us
Leadership team	https://extension.missouri.edu/about-us/ext-leadership-team
History of MU Extension	https://extension.missouri.edu/about-us/history-of-extension

Marketing University of Missouri Extension

Your role as county office manager is very important. You will be the first person some customers will speak with or see in extension. The first impression is a lasting impression. A good first impression is valuable. It is vitally important to present yourself and extension in a friendly, helpful manner.

Successful marketing is both an attitude and a process involving all University of Missouri Extension faculty and staff. The purposes of marketing are:

- To discover the education needs of Missouri's diverse citizens and deliver programs to meet those needs.
- To build understanding and support for the valuable programs and services delivered by University of Missouri Extension, to help people solve problems and live more productive lives.

A successful marketing attitude requires us to see ourselves through the eyes of consumers of educational products and services. It also requires us to educate others to view EXTENSION as the local entryway to the multitude of resources available through the entire University of Missouri system.

The county support staff's role in marketing

- Answer the telephone: "University of Missouri Extension."
- Refer people to appropriate regional and campus faculty and staff for help and information.
- Be a good listener. Project by tone, words, and action an attitude of concern and helpfulness to clients on the phone, in person and in written correspondence.
- Maintain a professional image, including your personal appearance and the appearance of the office, including your desk, the outer office and meeting rooms. All faculty and staff share in the responsibility of keeping the office in good order.
- Know what resources meet the public's most common requests. This includes office files, MU Extension publications and other resources.
- Follow MU Extension style when developing print and electronic documents.
- Be aware of current extension marketing/visibility items and keep appropriate numbers of items in stock.

Interacting with Clientele

Receiving Clients

- Greet each client that comes into the office with a pleasant “Hello, how can I help you?”
- If you know the client personally, greet them by saying their name.
- One of the most challenging parts of your job is to listen to a client’s question and determining the best response. Your options include:
 - Search through University of Missouri Extension website.
<https://extension.missouri.edu/>
 - Determine which Regional Specialist has the appropriate expertise to answer the question.
 - If there is no information on the website and you are unable to determine which specialist might have the information, tell the client that you will have to do some checking and get back with them. Ask the client to provide their phone number and/or address. BE SURE to always follow-up on these requests promptly, even if it is just to let them know that you are still trying to find an answer.
 - **NEVER attempt to answer technical questions yourself.** While it is perfectly appropriate to provide information such as the time or location of an upcoming meeting, the contact information for a local 4-H club, or when a registration form is due, it is NEVER appropriate to assume the role of a Specialist by providing advice or technical expertise. Talk to your local specialists about how they would like to receive messages so clients can be helped as quickly as possible.

Telephone Tips

- Answer promptly, by the second or third ring if possible.
- Always begin with “University of Missouri Extension.” You may wish to follow with the name of your county, your own name, and “How may I help you?” For example, “University of Missouri Extension, Howard County. This is Jane. How may I help you?” Check with your Extension Engagement Specialist for their preferences.
- Screen courteously. Rather than saying, “Who’s calling?” use phrases such as “May I tell her who is calling?” or, “May I have your name? I’ll let him know you’re on the line.”
- Be prepared with a notepad and pencil by the phone.
- Take accurate and complete messages.
- If you transfer a call, be sure the caller understands that you are making the transfer and why. For example, “Let me transfer your call to our Horticulture Specialist Tracy, who should be able to help you.”
- Explain delays – ask callers if they wish to wait while you obtain information or whether they would prefer to be called back.
- Give frequent updates – if you do have to put a caller on hold, check back every 30 seconds reporting on the progress.
- Terminate calls with a pleasant “Goodbye.” Allow the caller to hang up first, then place the receiver down gently.

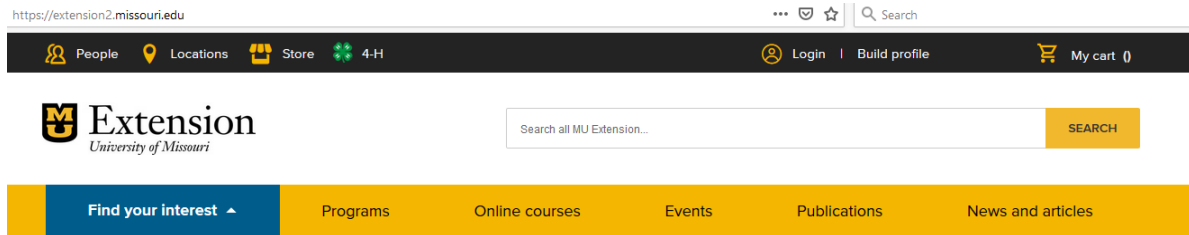
Incoming Mail

Mail addressed to each individual faculty or staff member should be opened unless it is marked “personal” or “confidential.” Sort and distribute to each faculty and staff member. Attach enclosures and related materials with paperclips.

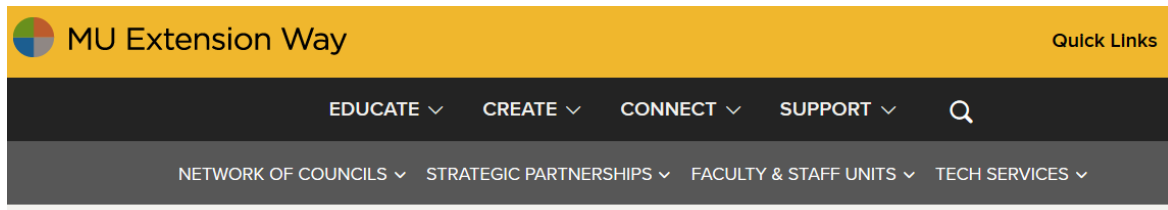
Web Based Resources

As you begin your journey with our organization, please take the time to familiarize yourself with the University of Missouri Extension websites. These sites are useful resources that you will visit many times throughout your career with extension.

The URL address for the University of Missouri Extension public web site is <https://extension.missouri.edu/>. It is recommended this site be selected as your home page because you will be using it often to access important extension information such as programs, courses, events, publications, news, and articles as well as searching for faculty and staff under the People drop down menu.



MU Extension Way is the intranet or internal website for faculty and staff and extension councils. The URL is <https://muextensionway.missouri.edu/>. The graphic below shows drop down menus linked to resources and trainings for you.



UNIVERSITY OF MISSOURI HUMAN RESOURCES

<https://muextensionway.missouri.edu/support-units/human-resources/>

email: hrdext@umsystem.edu

Percipio

<https://umsystem.percipio.com/>

An online learning and performance support sponsored by the University of Missouri (UM) System Office of Human Resources. This online tool is part of an ongoing commitment to the continuing development of faculty and staff offering training and resources in many areas, including leadership, software applications, professional effectiveness, and legal compliance in the workplace.

Position Description University Extension Secretary

For informational purposes only as an example of a University of Missouri position – most will have individual, specific job descriptions.

Global Title: Office Support Assistant III

Position Title: Office Support/Bookkeeper

Nature of Work

Provides general/routine administrative and office support that includes a broad range of duties.

- *Focuses on completing work effectively, efficiently and in a timely fashion.*
- *Maintains a spirit of cooperation with faculty and staff working as a team to accomplish objectives of Extension.*
- *Organizes and completes structured assignments according to priorities.*
- *Recognizes and solves typical problems that occur in own work area without supervisory approval.*
- *Evaluates and selects solutions from established options/procedures.*
- *Impacts own team through the quality of the services or information provided.*
- *Communicates through the regular exchange of information.*

Key Responsibilities (to be completed by department)

- Maintains a clean professional office that provides excellent customer service. Greet visitors, answer incoming calls, route calls, take message, respond to general inquiries and maintains appropriate office dress. Provide publications and reference materials for customers and refer questions to regional specialists.
- Open and close office in accordance with established schedule. Post notices of closing. Post events and maintain office webpage as requested. Keep inventory and order office supplies and postage with approval of supervisor. Maintain classroom schedule. Keep inventory of equipment and administer check out procedures.
- Receive incoming samples for lab tests and ensure submitted to university labs. Assist customers with testing forms. Assist educational activities of affiliated volunteer organizations. Assist with pressure gauge testing services and proctor distance learning tests.
- Set job priorities in consultation with supervisor. Suggest best methods for accomplishing tasks. Ensure all work is completed in a timely manner and promote a professional image. Maintain and organize paper and electronic files. Keep a program and office calendar for reference.
- Maintain and review account activities including preparing invoices and bills in QuickBooks™ as well as accepting payment for courses and services. Make deposits and reconcile bank accounts. Process payroll and corresponding taxes and file appropriate tax forms. Complete year-end close outs and reports.
- Prepare financial reports, County Extension Council meeting minutes, agenda and other documents as necessary. Disseminate monthly invitation to council. Assist with council member elections, monthly and annual meetings.
- Assist in producing instructional materials and correspondence including preparation of mailing labels and mailers. Edits newsletters, etc. Takes program registration, tracks payments and other duties for programs and classes. Processes bulk mailings and provides for delivery to post office. Assist in preparing monthly extension council documents, proposals, reports, etc. Conduct general clerical, secretarial and office duties as assigned.

Supervision Received

Works under general supervision of Extension Engagement Specialist and County Extension Council.

Minimum Qualifications

High School Diploma or an equivalent combination of education and experience and at least 3 years of experience from which comparable knowledge and skills can be acquired is necessary.

Preferred Qualifications

Effective communication skills, customer service experience, attention to detail and time management. Experience with Microsoft Office applications (Word, Excel, Access, Outlook), Facebook and QuickBooks™. Excellent proofreading skills with proficiency in APA and MLA styles. Some lifting required (20 pounds), occasional evenings and weekend work with minimal travel (valid driver's license) is required.

Knowledge, Skills & Abilities

- Utilizes working knowledge and learned skills to perform various activities for the job.
- Possesses knowledge of specific processes and procedures needed to perform assignments within own work area.

Job responsibilities listed herein are a general description of typical job duties, responsibilities, qualifications, and physical demands of the incumbents but should not be considered all-encompassing as actual responsibilities may additionally include other duties as assigned.

LEGAL REQUIREMENTS

Posters

Various state and federal laws require employers to display certain posters for the benefit of both employees and customers, informing them of key provisions in the law. Currently, these include:

Posters Required by the State of Missouri:

- 1) Notice to Workers Concerning Unemployment Benefits (MODES-B-2)
- 2) Workers' Compensation Law (WC-106)
- 3) Discrimination in Employment (MCHR-9)
- 4) Missouri Minimum Wage Law (LS-52)
- 5) Employer's Employing Workers Under the Age of 16 List (LS-43)
- 6) Discrimination in Housing (MCHR-6)
- 7) Discrimination in Public Accommodations (MCHR-7)

Posters Required by the Federal Government:

- 1) Employee Polygraph Protection Act (WHD 1462)
- 2) Employee Rights under NLRA
- 3) Equal Employment Opportunity is the Law (EEOC-P/E-1)
- 4) Fair Labor Standards Act: Minimum Wage (WHD 1088)
- 5) Family and Medical Leave Act (WHD 1420)
- 6) Job Safety and Health: It's the Law Poster (OSHA 3165-12-06R)
- 7) Uniformed Services Employment and Reemployment Rights Act

All of the above posters should be located in your office and are available for download at <https://labor.mo.gov/posters>

Laws concerning Extension clientele

Resources for county offices regarding legal compliance in relation to programs and services provided to the public include:

- Title VII- Civil Rights Act of 1964
- Americans with Disabilities Act (ADA)

Laws concerning Extension employees

- Equal Pay Act
- Health Insurance Portability and Accountability Act (HIPPA)
- Age Discrimination in Employment Act (ADEA)
- Sexual harassment
- MU Extension nondiscrimination and accessibility
- Fair Labor Standards Act (FLSA)
- Occupational Safety and Health Act (OSHA)
- Family Medical Leave Act (FMLA)
- EEO policies and laws

Civil Rights Compliance Review

Civil rights files are an ongoing process, and it takes everyone in the office to do their part in maintaining. A regional civil rights compliance review is scheduled yearly. The county file is kept in digital form on the county TEAMS folder. Normally, the EES and or Regional Director will schedule a one-day review. Contact Extension HR with questions.

FISCAL AND ACCOUNTING

<https://muextensionway.missouri.edu/support-units/fiscal>

The screenshot shows the MU Extension Way website interface. At the top, there is a navigation bar with 'MU Extension Way' on the left and 'Quick Links' and 'Login' on the right. Below this is a dark grey navigation bar with 'EDUCATE', 'CREATE', 'CONNECT', 'SUPPORT', and a search icon. Underneath is another dark grey bar with 'NETWORK OF COUNCILS', 'STRATEGIC PARTNERSHIPS', 'FACULTY & STAFF UNITS', and 'TECH SERVICES'. The main content area has a breadcrumb trail: 'MU Extension Way > Faculty & Staff Units > Fiscal and Accounting'. The title 'Fiscal and Accounting' is prominently displayed. On the left is a sidebar menu under 'Faculty & Staff Units' with items like 'Fiscal and Accounting', 'County Fiscal Management', 'University Fiscal Management', 'Revenue Generation', 'Travel', 'Grants & Contracts', 'Fiscal Budget Reports', 'Plan of work/AREERA reports', 'Fiscal Training', 'Purchasing', and 'Inventory'. The main content area features four service tiles: 'MIS Webapps' (with a calculator and charts), 'PeopleSoft FIN' (with a calculator and documents), 'APSS (Shared Services)' (with the University of Missouri logo), and 'MU Division of Finance' (with a building image). Below these tiles, there are two paragraphs of text: 'We manage MU Extension budgets, MU Extension revenue streams, county council and office fiscal policies, and administrative accounting.' and 'We can assist you with travel expenses, donations and fee generation.'

Online fiscal tools and resources such as:

- County fiscal management:
 - Policies and procedures
 - County fiscal policies and procedures – A must read.
 - Records Retention Guidelines
 - Administrative topics
 - Credit card processing for county offices
 - QuickBooks for county bookkeepers
 - MU Extension and County Council Partnership
- University Fiscal Management
 - Peoplesoft System Access and Training
 - Travel and Expenses Peoplesoft Module
 - YPA Cost Share of Councils
- Travel, Fiscal Training, Purchasing, and many more

County Travel System access

<https://extensionapps.missouri.edu/travel/>

TECH SERVICES

ETCS – Extension Technology Computer Services

Email: ETCS@missouri.edu Phone: 573-882-2096

ETCS staff help with various technology needs and questions.

Web Services Training

<https://muextensionway.missouri.edu/tech-services/web-services/web-services-training>

We offer training materials for the technologies and features on and related to the MU Extension website. Training is delivered through online drop-in sessions, one-on-one training, step-by-step written instructions and brief, single-topic videos.

Publications

Contact MU Extension Integrated Marketing Communications office for ordering instructions.

IMC@missouri.edu

Apparel and Marketing

<http://www.extension.deco-apparel.com/shop/category/Serve-Missouri-Deliver-Mizzou?c=4074641>

Awards

<https://muextensionway.missouri.edu/strategic-partnerships/awards-recognitions/>

A few fillable award templates for use by MU Extension County offices.

Leaders Honor Roll

A program to honor outstanding community leaders and volunteers who have excelled in supporting, educating, and advancing MU Extension or 4-H in their communities. The call for nominations comes from the EES in September with certificates presented after November 15 at the council's annual meeting. For more information:

<https://extension.missouri.edu/media/wysiwyg/Extensiondata/ExtensionWay/Docs/sp-LeadersHonorRollCriteria.pdf>

State Farm Family

Each year, the Missouri State Fair sets aside a day to recognize farm families from across the state who are active in their communities, involved in agriculture and participate in local outreach and extension programs such as 4-H or FFA.

The annual event is sponsored by five partner agencies, including the Missouri Farm Bureau, the Missouri Department of Agriculture, the Missouri State Fair and Commissioners, the University of Missouri College of Agriculture, Food and Natural Resources, and University of Missouri Extension and Engagement. Local extension councils and Farm Bureau agencies are encouraged to nominate a local family to represent their county at the State Fair. Nomination information is sent from campus to county offices near March 15. The online nomination form is updated annually. Each county should have a master list on file of past winners.

Missouri Century Farms

General Information <https://extension.missouri.edu/programs/century-farms>

Applications are accepted each year beginning February 1. Late applications are not accepted.

NETWORK OF COUNCILS

Extension councils were created in Missouri by law, as defined within state statutes. Council elections must operate within the rules established in those statutes.

<https://muextensionway.missouri.edu/network-of-councils>

County Councils Best Practices Guide <https://muextensionway.missouri.edu/m250?p=1>

Contains:

1. Mission of University of Missouri Extension
2. The History and Philosophy of Extension
3. University of Missouri Extension Roles and Responsibilities
4. The Organization of Missouri Extension
5. Duties and Legal Aspects of the County Extension Council
6. The Agenda
7. The Council and MU Extension – Partnership
8. Educational Programs
9. Personnel
10. County Fiscal Management
11. Audit Guidelines for Missouri County Extension Councils
12. County Council Membership and Election
13. Working with Committees
14. Extension Council's Role in Marketing University of Missouri Extension

Online County Council Membership System

<https://extensionapps.missouri.edu/extcouncil/> MU Extension provides an online membership record-keeping system for all county councils. This system also helps councils manage their annual election by keeping records of the candidates, creating paper and online ballots, recording the election results, and keeping long-term records of election data and membership.

Generally, the county office secretary and the EES have access to the council information system. Other record-keepers can be added upon request of the EES.

Suggested monthly agenda items for county councils

<https://extensiondata.missouri.edu/ExtensionWay/Docs/noc-CountyCouncilSuggestedMonthlyAgendaItems.pdf>

Affiliated Groups

Your county office may work closely with groups who help to extend our extension programs. In most cases, one of your regional faculty will serve as a point of contact with those organizations.

Master Gardeners

<https://extension.missouri.edu/programs/master-gardener>

The mission of the Missouri Master Gardener Extension Program is “helping others learn to grow.” The Master Gardener program provides in-depth horticultural training to individuals throughout Missouri who then volunteer their time applying what they have learned to help others in their communities to learn about gardening and environmental education.

	Name	Email	Phone	Mailing address
Regional Specialist coordinating				
Club President				
Other:				

Master Gardener contacts for my county:

Master Naturalists

<https://extension.missouri.edu/programs/missouri-master-naturalist>

The Missouri Master Naturalist program is a community-based natural resource education and volunteer service program for adults, sponsored by the Missouri Department of Conservation and the University of Missouri Extension. Its purpose is to develop a corps of well-informed volunteers to provide education, outreach and service dedicated to the beneficial management of natural resources and natural areas within their communities for the state of Missouri.

	Name	Email	Phone	Mailing address
Regional Specialist coordinating				
Club President				
Other:				

Food Preservation

University of Missouri Extension is committed to using the latest research-based guidelines to give consumers the tools they need to safely succeed when preserving food at home. We provide hands-on workshops, fact sheets and answers to questions on canning, freezing, dehydrating and storing food products for long term storage. <https://extension.missouri.edu/programs/food-preservation>

Direct any food handling and preservation questions to regional nutrition and health education specialists. Under no circumstances should untested/unapproved recipes be shared. Only tested safe methods and recipes can be distributed due to food safety liability.

The representative from Health and Human Science will send any updated food preservation and canning guidelines to all EES and county administrative support each spring. There is a pressure gauge testing video available at: [PressureGaugeTesting.mp4](#)

Proctoring Exams

Proctoring exams can be for college exams, high school exams and mid-terms. The test will be taken either on paper or online. If online, make sure a computer is available.

Proctoring locations have the choice to charge up to \$10 to recover costs for proctoring a test.

It is important the exam site be free from noise and distraction. There should be adequate lighting and a comfortable workspace for the student. Test duration is set by testing source.

- Student will need to set up the proctor exam location with their educational institution.
- Student will need to schedule a time to take an exam within county office hours. It is a good idea to have a telephone number or email address of the student, if you need to contact him/her later.
- Are there any special needs? Will the test need to be read to student, etc.?
- Check a photo I.D. before giving the test.
- Student should have all electronic devices turned off and out of sight and reach. **No cell phones or other electronics should remain on the student during the test session.** These types of items should be in a backpack or left with the proctor for safekeeping unless the test instructions allow such items, for example a calculator.
- Be sure to note the start time when the test begins. The length of time allowed for the test will be stated in the instructions.
- Student should be within proctor's direct line of sight during the exam.
- Follow instructions, whether received in a packet with paper test or emailed for online test.
- At the end of the test, if taken on paper, collect everything including scrap paper, if used. A proctoring form will need to be completed, which would have been included in the packet. The student, and you as the proctor, will need to sign. Put all documents, as instructed, in the provided pre-addressed envelope and mail. The student isn't allowed to take it with them.

In case there are questions about a test from University of Missouri, contact information is as follows:

Missouri Online
212 Heinkel, 01 S. 7th St.,
Columbia, MO 65211
Email: missourionline@umsystem.edu
Telephone: 800-609-3727 / 573-882-2491
<https://online.missouri.edu/>

Remember, a test can come from other educational institutions.

Pesticide Applicator Training - county office information

<https://extension.missouri.edu/programs/pesticide-applicator-training>

Training is required for those producing agricultural commodities and wanting to purchase and apply restricted use pesticides on land they own, rent or crop-share. Those needing to renew their license for another 5 years may also attend. Growers must have a certified private pesticide applicators license issued by the Missouri Department of Agriculture obtained through completion of University of Missouri Extension private applicator training. You must be at least 18 years of age and directly involved in the production of agricultural commodities to apply for a certified private applicator license.

University of Missouri Extension county offices only provide certification for the Private Pesticide Applicator Training (PPAT) category; all other categories can contact the Missouri Department of Agriculture Bureau of Pesticide Control at (573) 751-5504.

- The National Pesticide Applicator Certification Core Manual prepares commercial pesticide applicators for certification tests given by the Missouri Department of Agriculture. <https://extension.missouri.edu/mx328>
- Order and keep a few extra copies of Private Pesticide Applicator Reference Manual (M87) at the office. M87 is purchased from MU Publications by the county office and then sold to the client. <https://extension.missouri.edu/mp731#online> The price is currently \$25 but may vary due to printing variables.
- One M87 is required per farm. Individuals already in possession of M87 are not required to purchase a new one.
- Provide the client with the appropriate form to fill out. The forms are not on the website but are sent to the MU Extension Agronomy Specialists from the Department of Agriculture.
 - For renewals: *Verification of Pesticide Applicator Training* form (MO350-0321)
 - For a new or completely expired license: *Verification of Private Applicator Certification Training* (Form MO350-0699)
- SSN is not required on the applications.
- Inform the client they should receive the new license via mail in about 4-weeks.
- Any county office staff that assists a client to watch the video may sign the form as “trainer.”
- Make a copy of the form for your office files. Scan the completed form and email it directly to Diane Helton, MDA Administrative Office Support Assistant at diane.helton@mda.mo.gov. If you are unable to scan the form, it may be mailed to the Missouri Department of Agriculture.
- Contact the Agronomy specialist assigned to your county with questions.

When an individual’s license is due to expire, the Missouri Department of Agriculture mails the individual a reminder postcard, their license number is shown near the address on the reminder card.

If you would like to check the status of a client’s license or look up their license number, you may do so from the Department of Agriculture webpage <http://agriculture.mo.gov/>.

- Select the “Plants and Pests”, on the drop-down menu select “Pesticide Control”
- Under Database Searches select “Pesticide Applicator Database
- Enter the last name and do a search. It will give you an expiration date of their license.

Contacts: **Bureau of Pesticide Control**

Phone: (573) 751-5504

Fax: (573) 751-0005

Insect Identification, Plant Identification, Water Testing

Your office is likely to get requests for assistance identifying insects and plants, diagnosing plant diseases, and testing water.

Insect and Plant Identification

The Soil and Plant Testing Laboratory serves as the central clearinghouse for insect, plant and weed identification. The clinic works closely with MU Extension faculty to provide accurate and timely diagnosis and identification and to provide management recommendations. Management recommendations developed by MU Extension faculty reflect research-based results and an integrated pest management philosophy. <https://extension.missouri.edu/programs/soil-and-plant-testing-laboratory>

An Insect Identification Form is available at <https://extension.missouri.edu/mp59> and includes directions for submitting samples. There is a fee for this service.

In some cases, your regional Agronomy or Horticulture specialist can identify an insect or plant from a high-quality photograph. To take a digital photograph for identification purposes, place the sample on a neutral gray background with a ruler placed next to the sample. The gray background provides the correct amount of contrast to be able to see the sample easily, and the ruler allows the viewer to get an accurate size for the sample.

Water Testing

The Plant Diagnostic Laboratory can test water for irrigation, domestic, poultry or livestock suitability or run specific individual tests. Water analysis can be used to determine suitability for several purposes, such as for homeowners, irrigation, or for use by livestock and poultry. Forms and instructions can be found at <https://extension.missouri.edu/programs/soil-and-plant-testing-laboratory/spl-water-analysis>

One quart is the minimum amount of water required for testing. The tests can determine:

- pH
- Nitrates or nitrites
- Ammonium
- Chlorides
- Sulfur-sulfates
- Phosphates
- Boron
- Calcium, magnesium, potassium, sodium
- Micro-nutrients
- Carbonates and bicarbonates
- Total solids
- Hardness

There is a separate fee for each of the above tests.

If clients simply want to test their drinking water to ensure that it is safe to consume, you may want to refer them to the county health department. Contact your local office to find out if they offer this service so you can make an appropriate referral.

Soil and Plant Testing Laboratory

The University of Missouri Soil and Plant Laboratory, <https://extension2.missouri.edu/programs/soil-and-plant-testing-laboratory> analyzes soil for nutrient content and fertility status in order to provide recommendations for economical environmentally safe and balanced fertilizer and lime applications to farmers, homeowners, vegetable and fruit growers, golf course superintendents, and lawn and landscape specialists. Special soil tests for nutrient management plans and for addressing environmental issues are also provided.

Where to submit samples

Soil and Plant Testing
Laboratory 23 Mumford Hall
Columbia, MO 65211
Phone: 573-882-0623
Fax: 573-884-4288
Email <https://extension.missouri.edu/programs/contact?id=664>

Each sample submitted directly to the lab should be accompanied by a sample information form and a check for the amount due payable to MU Soil Testing.

1. Fill out the following necessary sample form:
 - [Field Crops Form](#)
 - [Lawns and Gardens Form](#)
 - [Commercial Fruits, Vegetables and Turf Form](#)

These forms should be filled out accurately for proper fertilizer recommendations. It is essential to include your county on the form so the lab can send the soil test results to the appropriate agronomist or horticulturalist in your area. This information is also important to determine the soil region and to complete the soil test summary report for the state.

2. Include the necessary payment at the county as you drop it off. If you mail the sample yourself, include a check made out to University of Missouri.
3. To generate a UPS shipping label: <https://extweb.missouri.edu/SoilLabLabel/>. Log in using your pawprint and password, and enter the information requested. For example - if your package weighs between 7 and 8 pounds, round up to 8. You can then print the shipping label from that page after it loads, or print the copy sent to your email. The charge for shipping soil will show up on monthly billing from the soil testing lab. Current shipping rate is \$10, flat rate up to 12 pound package.

Firms or businesses may set up individual accounts with the lab to submit the samples directly. If you have an account with us, fill in the form and outlet number and we will bill you at the end of the month. **Send the original form with the sample(s) and retain a copy for your records.**

Soil Sample Boxing Tips

Properly boxing up samples assists the Soil Lab crew with processing of samples and helps to

ensure the samples received are adequate and representative. The following are suggestions from Soil Testing Services.

The amount of soil needed for a regular analysis is actually quite small (a fraction of a full box), but we ask for a full box for several reasons:

- 1) Some sample volume is lost during the drying and grinding process which includes the sifting out of non-soil material.
- 2) Additional requested tests require more soil.
- 3) The lab uses soil scoops to transfer ground and sieved soil from boxes to beakers. So, for a minimum we want at least half box full of dried, ground and sieved samples for analysis.
- 4) A full box of soil is more likely to be representative and also provides sufficient samples for processing. If a sample is properly collected from a given area, the volume of soil should fill a box.

- Whenever possible dry the soil sample before boxing. This makes for easier mixing and less weight to mail. If the sample is wet, spread-out soil on newspapers in a cardboard lid to dry. Mark the newspaper with the customer's name and test name to make sure that the soil samples are not confused.
- Thoroughly mix the sample and take a sub sample and downsize overly large samples before boxing.
- Make sure your mix includes all the soil from the sample that is brought in (whether it is in cores, slices or chunks) or results may be skewed. If the sample is obviously dug from just one or two places, mixing doesn't matter, as the sample is not likely to be representative.
- Please do not tape the top of the box. You may tape the bottom of the box, but do not use duct tape. Soil doesn't dry well from boxes taped with duct tape.
- Samples sent in our four or eight box mailers usually arrive in good shape providing they are adequately cushioned with bubble wrap or newspaper. Be sure to use some form of "filler" when the number of samples is less than what the box holds.
- Large numbers of samples sent in large boxes run a risk of breaking apart during transit. Our eight box mailers aren't the smallest number of boxes that can be typically sent safely without a problem, but the risk of a problem increases substantially with increasing numbers of samples. Do not underestimate the rough handling that boxes may experience during mailing. Most cardboard boxes we receive have a similar thickness of cardboard regardless of the box size, and often the cardboard of large boxes is inadequate for the weight of a large numbers of samples.
- If mailing one or two samples, wrap in brown paper. If mailing three or four samples, use the small box. If mailing five to eight samples, use the large box. Multiple customers' soil tests can be mailed at one time to save on postage. Some offices only mail soil tests once a week to save on postage, typically Fridays. During the busy time of the year, you may mail more frequent.

Following these tips will help samples arrive intact with the required information and help the lab process your soil sample in timely manner.

Make a copy of the sample form to keep for the office while waiting for the results of the soil test to be received. If results are not received within 14 days, contact the Soil and Plant Testing Lab to see what happened to them. Occasionally, they have been mailed to the wrong office.

Ordering supplies

Contact the lab for ordering more sample and mailer boxes. The sample and mailer boxes are no cost to county offices.

Records Retention

Soil test results are kept for three years on Field Tests and one year for lawn and garden. Further retention information can be found at.

<https://extension.missouri.edu/media/wysiwyg/Extensiondata/ExtensionWay/Docs/fin-Record-Retention-schedule.pdf>

Extension County Code List

County Code	County Name	Region Name
14	Callaway	East central
26	Cole	East central
28	Crawford	East central
33	Dent	East central
36	Franklin	East central
37	Gasconade	East central
57	Lincoln	East central
63	Maries	East central
66	Miller	East central
70	Montgomery	East central
76	Osage	East central
81	Phelps	East central
85	Pulaski	East central
94	St. Francois	East central
95	Ste. Genevieve	East central
109	Warren	East central
110	Washington	East central

County Code	County Name	Region Name
2	Andrew	Northwest
3	Atchison	Northwest
11	Buchanan	Northwest
13	Caldwell	Northwest
17	Carroll	Northwest
21	Chariton	Northeast
25	Clinton	Northwest
31	Daviess	Northwest
32	DeKalb	Northwest
38	Gentry	Northwest
40	Grundy	Northwest
41	Harrison	Northwest
44	Holt	Northwest
54	Lafayette	Northwest
59	Livingston	Northwest
65	Mercer	Northwest
74	Nodaway	Northwest
89	Ray	Northwest
97	Saline	Northwest
113	Worth	Northwest

County Code	County Name	Region Name
1	Adair	Northeast
4	Audrain	Northeast
10	Boone	Northeast
23	Clark	Northeast
45	Howard	Northeast
52	Knox	Northeast
56	Lewis	Northeast
58	Linn	Northeast
61	Macon	Northeast
64	Marion	Northeast
69	Monroe	Northeast
82	Pike	Northeast
86	Putnam	Northeast
87	Ralls	Northeast
88	Randolph	Northeast
98	Schuyler	Northeast
99	Scotland	Northeast
102	Shelby	Northeast
105	Sullivan	Northeast

County Code	County Name	Region Name
9	Bollinger	Southeast
12	Butler	Southeast
16	Cape Girardeau	Southeast
18	Carter	Southeast
35	Dunklin	Southeast
47	Iron	Southeast
62	Madison	Southeast
67	Mississippi	Southeast
72	New Madrid	Southeast
75	Oregon	Southeast
78	Pemiscot	Southeast
79	Perry	Southeast
90	Reynolds	Southeast
91	Ripley	Southeast
100	Scott	Southeast
101	Shannon	Southeast
103	Stoddard	Southeast
111	Wayne	Southeast

County Code	County Name	Region Name
5	Barry	Southwest
6	Barton	Southwest
22	Christian	Southwest
29	Dade	Southwest
34	Douglas	Southwest
39	Greene	Southwest
46	Howell	Southwest
49	Jasper	Southwest
55	Lawrence	Southwest
60	McDonald	Southwest
73	Newton	Southwest
77	Ozark	Southwest
104	Stone	Southwest
106	Taney	Southwest
107	Texas	Southwest
112	Webster	Southwest
114	Wright	Southwest

County Code	County Name	Region Name
24	Clay	Urban
48	Jackson	Urban
50	Jefferson	Urban
83	Platte	Urban
92	St. Charles	Urban
96	St. Louis Co.	Urban
115	St. Louis City	Urban

County Code	County Name	Region Name
7	Bates	West central
8	Benton	West central
15	Camden	West central
19	Cass	West central
20	Cedar	West central
27	Cooper	West central
30	Dallas	West central
42	Henry	West central
43	Hickory	West central
51	Johnson	West central
53	Laclede	West central
68	Moniteau	West central
71	Morgan	West central
80	Pettis	West central
84	Polk	West central
93	St. Clair	West central
108	Vernon	West central

Office Equipment Template

In addition to the necessity of keeping an up-to-date inventory of county owned equipment, it is helpful to keep certain information handy. The following are some suggestions:

	(Provide information in this column)
Telephone system:	
• Phone service provider (phone number)	
• Phone equipment (who installed, who repairs)	
• Directions for mailbox changes	
• Setting up music, hold, etc.	
Internet service:	
• Name of provider	
• Repair / service contact info	
Copy machine:	
• Who to call for service	
• Terms of service contract	
• Type of toner used	
Printers:	
• Type of ink cartridge used	
• Location of owner's manual	
Projectors:	
• Replacement bulbs	
Credit Card Machine:	
• Supplies	
• Directions	

Other equipment info / directions, i.e.	
<ul style="list-style-type: none"> • Fax machine • Folding machine • Binding machine • Postage machine • Postage scales • Bulk mail permit 	
Embryology equipment	
<ul style="list-style-type: none"> • Prep process for incubators 	
<ul style="list-style-type: none"> • Incubator repair / replacement source 	
Suppliers:	
<ul style="list-style-type: none"> • Account information 	
<ul style="list-style-type: none"> • Username, password for online ordering 	
Facilities:	Contact names and numbers:
<ul style="list-style-type: none"> • Landlord 	
<ul style="list-style-type: none"> • Preferred providers for: 	
<ul style="list-style-type: none"> ○ Snow removal 	
<ul style="list-style-type: none"> ○ Plumbing problems 	
<ul style="list-style-type: none"> ○ Power outages 	
<ul style="list-style-type: none"> ○ Heating / cooling system 	
<ul style="list-style-type: none"> ○ Locksmith 	
<ul style="list-style-type: none"> ○ Building maintenance (broken windows, loose floor tiles, etc.) 	

Dial Gauge Inspection Form

Date tested: _____

County Extension Address/Phone Number:

Reminder: Be sure to have dial gauges tested annually. Test again if dropped or damaged in any way. Condition of gauge:

Good Rusty Broken, cracked Interior moisture Cover too scratched to read

Comments:

Accuracy of dial gauge

- If your gauge reads high or low by 2 pounds per square inch (psi) or less, you may continue to use it with the recommended correction (see chart below).
- If your gauge reads high or low by more than 2 psi, replace it.

Master gauge reading:

As tested, your gauge reads:

6 psi

11 psi

Circle recommendations:

Your canning recipe reads:	Your gauge reads 1 psi higher, so process at:	Your gauge reads 2 psi higher, so process at:	Your gauge reads 1 psi lower, so process at:	Your gauge reads 2 psi lower, so process at:	Your gauge reads more than 2 psi higher or lower than the master gauge:
6 psi	7 psi	8 psi	5 psi	4 psi	Replace gauge
11 psi	12 psi	13 psi	10 psi	9 psi	Replace gauge

(psi = pounds per square inch)

For more information on home canning

- Ask your MU Extension Center for the following publications:
 Safe Home Canning Basics (GH 1451) and Successful Steps for Home Canning (GH 1452)
- Contact the National Center for Home Food Preservation website: <https://nchfp.uga.edu/>

For office use:

Client name: _____

Address: _____

Phone number: _____

(make a copy for files)

Pressure Canner Inspection Form

Inspection date: _____	Canner brand: _____	Size: _____	Model: _____
1. Condition of handles:	<input type="checkbox"/> Safe, secure	<input type="checkbox"/> Loose	<input type="checkbox"/> Broken or Missing
<i>Recommendations:</i>	<input type="checkbox"/> OK to use	<input type="checkbox"/> Tighten before use	<input type="checkbox"/> Replace before use
2. Condition of canner:	<input type="checkbox"/> Good	<input type="checkbox"/> Rusty	<input type="checkbox"/> Deeply pitted
	<input type="checkbox"/> Discolored	<input type="checkbox"/> Warped (uneven bot- tom or overall roundness)	<input type="checkbox"/> Cracked
	<input type="checkbox"/> Scratched		
	<input type="checkbox"/> Slightly pitted		
<i>Recommendations:</i>	<input type="checkbox"/> OK to use	<input type="checkbox"/> Do not use	<input type="checkbox"/> Do not use
3. Dial gauge inspection (see other side of page)			
4. Gaskets/gasket trough (if any):	<input type="checkbox"/> Firm, elastic	<input type="checkbox"/> Clean	<input type="checkbox"/> Brittle, dry
			<input type="checkbox"/> Cracked or broken
<i>Recommendations:</i>	<input type="checkbox"/> OK to use	<input type="checkbox"/> Needs to be cleaned	<input type="checkbox"/> Replace
			<input type="checkbox"/> Replace
5. Metal-to-metal surfaces, if any:	<input type="checkbox"/> Clean, good condition		<input type="checkbox"/> Needs cleaning, light oiling
6. Closing devices, if any:	<input type="checkbox"/> Good condition	<input type="checkbox"/> Need to be cleaned	<input type="checkbox"/> Coat threads
			<input type="checkbox"/> Unsafe, don't use
7. Safety plug:	<input type="checkbox"/> Firm, elastic	<input type="checkbox"/> Brittle, cracked	<input type="checkbox"/> Missing plug or no plug
<i>Recommendations:</i>	<input type="checkbox"/> Safe to use	<input type="checkbox"/> Replace	<input type="checkbox"/> Do not use
8. Safety valve/ petcock:	<input type="checkbox"/> Clean, works easily		<input type="checkbox"/> Sticky, gummy
<i>Recommendations:</i>	<input type="checkbox"/> Safe to use		<input type="checkbox"/> Clean, see manufacturer's care instructions

This publication was adapted from the National Center for Home Food Preservation.



■ Issued in furtherance of the Cooperative Extension Work Acts of May 8 and June 30, 1914, in cooperation with the United States Department of Agriculture. Director, Cooperative Extension, University of Missouri, Columbia, MO 65211
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Revised 4/21

New Employee Orientation Checklist

	Task	Link	Trainer
Orientation to Office			
<input type="checkbox"/>	Review job description		EES
<input type="checkbox"/>	Discuss council employee office hours and leave policy		EES
<input type="checkbox"/>	Discuss campus employee office hours and leave policy	https://muextensionway.missouri.edu/support-units/human-resources/compensation	EES
<input type="checkbox"/>	Review benefits	https://www.umsystem.edu/totalrewards	EES
<input type="checkbox"/>	Show around office (location of supplies, printer/copy machine function, break area, etc.)		EES
<input type="checkbox"/>	Introduce to other headquartered faculty and staff		EES
<input type="checkbox"/>	Order nametag and/or nameplate	https://muextensionway.missouri.edu/support-units/human-resources/nametags	
Mandatory Forms and Training			
<input type="checkbox"/>	W-4	https://www.irs.gov/pub/irs-pdf/fw4.pdf?portlet=3	EES
<input type="checkbox"/>	I-9	https://www.uscis.gov/i-9	EES
<input type="checkbox"/>	Training provided via Web	https://muextensionway.missouri.edu/tech-services/web-services/web-services-training	
<input type="checkbox"/>	Council Database access (Extension Council Web App)	Email ETCS https://muextensionway.missouri.edu/network-of-councils/county-councils https://extensionapps.missouri.edu/extcouncil/Default.aspx	EES
<input type="checkbox"/>	County Travel System access	https://extensionapps.missouri.edu/travel/	
<input type="checkbox"/>	Security training	Credit Card Security and Compliance	
<input type="checkbox"/>	Credit Card processing	Credit Card Security and Compliance	
<input type="checkbox"/>	Building a Foundation: Discrimination Prevention	https://www.umsystem.edu/ums/hr/mylearn/	myLearn
<input type="checkbox"/>	MakeITSafe: Global Cybersecurity Training (technology security)	https://www.umsystem.edu/ums/hr/mylearn/	myLearn
Additional Forms			
<input type="checkbox"/>	Annual Leave notification		
<input type="checkbox"/>	Travel authorization	https://ecompliance.missouri.edu/login	
<input type="checkbox"/>	Confidentiality Agreement (for those handling volunteer background checks)	https://www.umsystem.edu/media/is/infosec/confidentiality-agreement.pdf	
<input type="checkbox"/>	County travel forms		EES
Online Resources			
<input type="checkbox"/>	Acronyms Guide	https://muextensionway.missouri.edu/network-of-councils/council-training/acronyms-guide	
<input type="checkbox"/>	QuickBooks training	https://muextensionway.missouri.edu/support-units/fiscal/county-fiscal-management/quickbooks-county-bookkeepers	Kevin Hansen

<input type="checkbox"/>	4-H Access online database training	Request access from state 4-H office	4-H Specialist
<input type="checkbox"/>	Council Resource webpages & toolbox	https://muextensionway.missouri.edu/network-of-councils	
<input type="checkbox"/>	Faculty / Staff Directory		EES
<input type="checkbox"/>	The County Extension Manual m00061	https://extension.missouri.edu/publications/m250/	
<input type="checkbox"/>	Extension County Council Best Practices Guide	https://muextensionway.missouri.edu/m250	
<input type="checkbox"/>	Ordering publications	https://extension.missouri.edu/customer/account/login/	
<input type="checkbox"/>	Council Calendar	https://extension.missouri.edu/media/wysiwyg/ExtensionData/ExtensionWay/Docs/CountyChecklistCalendar.xlsx	
Reporting Requirements			
<input type="checkbox"/>	Council agendas, minutes, financial reports		EES
<input type="checkbox"/>	Quarterly reports		EES
<input type="checkbox"/>	Year End financial reports		EES
<input type="checkbox"/>	County annual report	https://extension.missouri.edu/media/wysiwyg/ExtensionData/ExtensionWay/Docs/noc-CountyAnnualReportGuidelines.pdf	EES
<input type="checkbox"/>	Budget for new year		EES
Training			
<input type="checkbox"/>	Identify mentor		EES
<input type="checkbox"/>	Soil Test processing	https://extension2.missouri.edu/programs/soil-and-plant-testing-laboratory	
<input type="checkbox"/>	Soil Testing results explained	https://youtu.be/O-1o5z-CRqQ?si=KldlACRZ71nt7XzC	
<input type="checkbox"/>	Pesticide Applicator licensing	https://extension2.missouri.edu/programs/pesticide-applicator-training	
<input type="checkbox"/>	Pressure Canner Gauge testing	https://extension2.missouri.edu/programs/food-preservation/food-preservation-faq	Health Nutrition Specialist
<input type="checkbox"/>	Pressure Canner Gauge testing	PressureGuageTesting.mp4	
<input type="checkbox"/>	Civil Rights file maintenance	https://extension2.missouri.edu/equal-opportunity-ada-institution/	
Helpful Tips			
<input type="checkbox"/>	Social Media	https://muextensionway.missouri.edu/catalogsearch/result/?q=social	
Regional Training Topics			
<input type="checkbox"/>	Travel system (T&E)	https://muextensionway.missouri.edu/support-units/fiscal/university-fiscal-management/peoplesoft-access-training/travel-expense-peoplesoft	
County Policies or Traditions			
<input type="checkbox"/>	County purchasing (i.e. credit card, charge accounts)		EES
<input type="checkbox"/>	Emergency contact information		EES
<input type="checkbox"/>	Notary credentials		EES
<input type="checkbox"/>	Policies regarding local recognition (i.e. sympathy card, flower fund, birthday recognition)		EES

EES – Extension Engagement Specialist

Verification of Completion:

New Secretary Orientation completed on _____ for _____,
(date) (name)

in _____ County Extension Center.
(name of county)

Orientation conducted by _____.
(trainer's name)

Training Dates completed:

Quick Books Training completed: _____ (date) _____ (signature)

4-H Online Training completed: _____ (date) _____ (signature)