

2018 UVM Plant Diagnostic Clinic Evaluation Home Gardeners



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United States
Department of
Agriculture

National Institute
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Agriculture



1. 95% indicated they received the diagnosis in a timely manner

- Always timely and very useful!
- Always! Thanks
- Ann has even replied to my emails on WEEKENDS! Definitely wasn't expecting her to reply THAT quickly! She's amazing...
- Both Ann and Gabriella were very responsive to my questions.
- Got responses within hours at the most, very appreciative
- I always get a timely response and well thought thru answer. Ty again very much!
- I don't really remember. I do get my soil tested and always receive a timely report.
- I got a response shortly after they received my samples to indicate that they did receive them. I heard nothing after that.
- I received a call right back.
- I received results and recommendations the next day.
- Made a follow up call to get info
- My problem was my lawn grass
- Right away as I was seen immediately in person.
- THANK YOU!!!
- They saved my garden crop last year!
- Very impressed with response from PDC folks. Friendly, timely, very professional and much more than I had anticipated
- Very quick turnaround and thorough response!
- Very timely and good info. Ty much!!
- wanted to id a tree and got a good answer
- What a wonderful resource, they were fantastic!

2. 87% indicated the PDC helped identify their pest or disease.

- A couple of years ago I did call regarding pepper seedlings and I was able to identify and treat the problem.
- A mold, a fungus, and a very unusual insect
- Always with a treatment plan
- I figured out my problem-squirrels!!
- I had done some research on my problem and the Diagnostic Clinic confirmed my diagnosis.
- Info received was not conclusive about the disease our tree had. My answer to this question is 'maybe'
- It helped confirm my thoughts on the issue and what to do
- The first response was totally wrong and the person either didn't look at the photo I sent or can't tell the difference between pests.
- We had a very unique caterpillar and it ended up being a beautiful and somewhat rare butterfly .. thx to info received!!
- We hope so. Although it was end of summer, and there was no time to deal with the problem before snow fell

- What a relief to learn my Oak tree galls are not harmful AND, to learn what these mysterious, tiny white "fuzzies" actually are. Thank you again.
- Yes! Identified the problem, and offered a solution that worked.

3. 77% indicated the PDC diagnosis increased the use of an IPM tool for management.

- I can't remember. I don't think that a chemical treatment was recommended.
- I need to tend to it this spring when I can see where the origin is, it was mid- summer and very difficult to see where to start from. Their information was very helpful.
- identification only
- In the Spring I will try very hard to re-establish the lawn area under the Oak tree knowing I don't need to find something to zap those Galls.
- Lots of good written and in-person cultural information for reducing the problem.
- On example: putting collars on baby plants so crawlies couldn't crawl on to them.
- Properly timed horticultural oil spray.
- See previous responses.
- The pest in question is currant borer. Chemical ways to control it are not effective (or possible). The way to control it is to cut and destroy infested canes.
- They identified what it was, it didn't really help with a way to manage it.
- Unfortunately, the tree was too big for me to be able to apply horticulture oil.
- We let go unharmed and were very pleased..
- Yes and no because we were still struggling to identify the source of the problem.

4. 60% were able to reduce the use of pesticides as a result of the diagnosis and IPM recommendations

- Already well versed in IPM techniques.
- Didn't get that far
- I do not use pesticides.
- I do not use them.
- I don't ever use pesticides.
- I garden organically.
- I needed to apply a fungicide
- I never use pesticides
- I only use organic materials
- I was not going to use pesticides anyway
- I wasn't using any to begin with--and am still not.
- I would not have used pesticides in any case.
- It was not a harmful, invasive species, but yes I will try to eradicate it without using pesticides.
- Knowing that I couldn't spray manually, I inquired as to names of respected arborists.
- My herb farm is strictly organic. I NEVER use pesticides.

- No, but I would be interested in ideas for controlling thrips, which was the final diagnosis.
- Once they start spreading it's almost unstoppable.
- please see answer to question 4
- Potentially avoided treatment of something which is natural and doesn't need treating.
- We likely would not have used pesticides to treat the problem because we steer away from them, but it was good to know that they were not needed.

5. \$218 Estimated cost savings of pesticides as a result of the diagnosis and recommendations

- Fairly high cost saving, I would say. I may need a bit of lime and grass fertilizer VS trying to eliminate that which doesn't need to be, requiring hours of label reading, questions, and treatments.
- I don't use pesticides to begin with.
- I think my tree would still be infected. This was a magnolia tree with Magnolia scale. I am hopeful that one application (injected into the tree) will have reduced the scale to a manageable amount in the future where oils can be used to smother the insect.

6. 99% indicated the PDC provides a beneficial service for their home/landscape.

- Extremely important to me & family as plan was for outdoor wedding, pondside in the summer southern VT.
- I have gotten help and advice from them several times over the years. I don't know where else I would turn to if they weren't available.
- I hoped that it would be extremely helpful but no one ever got back to me.
- I was able to start making helpful gardening changes right away, and have a plan for better prevention for next season.
- It is a valuable resource as I field many questions from the general public.
- It is very helpful to have this service available. Vermont is losing so many of their trees to development and age; it is important that we protect those that we can.
- SO appreciative of the information I get from this. It has helped with my home garden a lot in the past few years.
- The second person did help me, but still didn't give a clear answer, but if I didn't do my own research I would have been managing for a pest I don't have.
- this is a vital service with friendly staff
- Undecided
- Yes in that it is the only place willing to try to diagnose and offer suggestions based on educated guesses
- Yes! It's a relief knowing I can send Ann photos of my crisis in the garden and she'll calmly and quickly reply with a rescue plan. We are so fortunate to have this resource in our state.
- Yes, yes, yes- extremely so!!!!

- You answered my questions, and provided me with an appropriate course of action. I am most thankful!

Additional comments/suggestions:

- A terrific experience
- A very useful resource!!
- Anne, Lisa, Enrique and Carl all helped out with their interest, knowledge and concern, when I showed up unannounced with my samples.
- As a first time user I was impressed with the response times to my questions. Glad to have this resource available!
- Awesome service! Keep up the great work!!!!
- Great job! Thanks!
- Great service they provide the VT gardening community and great use of tax payer \$\$\$\$
- Great service to laymen.
- Happy and will use service again
- I always receive very timely and accurate information! Ty very much ..
- I do not contact the Extension Service very often, but when I do, I am always impressed by the quick responses and helpful information. Thank you for your services.