

2018 UVM Plant Diagnostic Clinic Evaluation Commercial Growers



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United States
Department of
Agriculture

National Institute
of Food and
Agriculture



Commercial Grower

Plant Diagnostic Clinic Survey 2018

1. 97% indicated they received the diagnosis in a timely manner

- Always great
- Always respond quickly.
- Always.
- Ann is helpful with answers, suggestions and referrals.
- Awesome thanks!
- Email correspondence AND lab analysis results have always been prompt!
- Excellent and timely service!
- Excellent turn around
- Extremely responsive!
- extremely timely
- Faster than expected
- Same hour response! Faster than my once daily email check
- The time I used the clinic, it was very timely. With lots of input and help.
- They are always so quick!!
- Very timely always which can be very important
- Yes the plant clinic responses are quick and informative and practical.

2. 94% indicated the PDC helped identify their pest or disease.

- Always super helpful. Don't know what we'd do without you guys!
- And I was able to contain the problem in one case and in another eradicate it organically
- Huge help
- Invaluable service!
- On all occasions.
- Rather disease was eliminated from my issues.
- Special ID of an unknown blueberry caterpillar.
- Was petrified that my house started plants had disease brought in from out of state on seed. i l was reassured that the entire problem was soil medium fungi and overwatering. No deadly pathogens from out of state!!!

3. 86% indicated the PDC diagnosis increased the use of an IPM tool for management

- I notified a company with a Commercial license to perform the services.
- It may have but I pass the info along and do not use it myself
- N/A

- never heard back-same client as above that thought she had not heard back but did
- Not sure. It was one of those pesky problems.
- Only need to be much more careful of origin and freshness of growing medium...also new pots I was using needed less water.
- Received timely and thorough diagnosis. But not a lot of info on treatments
- Showed that I did not need any since I had no disease.
- Somewhat
- Submitted a sample for confirmation of suspected disease. Subsequently had to remove the tree
- We farm with organic practices so it's important to have good information with organic choices for control.
- We use IPM successfully
- We would like to inquire about preventative measures for specific crops in 2019.

4. 61% were able to reduce the use of pesticides as a result of the diagnosis and IPM recommendations

- hadn't used any
- I certainly use the right one or none if the problem didn't need it
- I don't use pesticides as a practice, but in some unusual situations have used Neem oil or similar "less harmful" treatments
- (such as Sluggo).
- I have never used Pesticides, YET!
- Most questions dealt with plant diseases.
- never heard back-same client as above see explanation
- Organic gardener
- Our decision making process started with least toxic but most efficacious product available.
- Our farm rarely chooses to use pesticides in the first place, even certified organic ones.
- same as before
- The diagnosis sometimes allowed me to not spray.
- We don't use any anyway, and our problem was not pest related
- When the problem was identified I needed to use pesticides to solve it.

5. Estimated cost savings of reducing pesticides \$1,421

- We're a small operation, so the numbers not that impressive but as a percent of cost of inputs the gain is significant
- I charge for pesticide use
- Not to mention the risks avoided in using pesticides and eating food exposed to pesticides

6. 88% indicated the PDC provides a beneficial service for their farm.

- Ann always responds with insightful information same day or next.

- Ann has gone above and beyond to answer questions or direct me where to find out more info. I can in turn teach my clients as well as students when I give talks so her work has a domino effect!
- As I am in the second year of my growing operation, I foresee myself utilizing the PDC more and more as I get a handle on what pests/diseases live on certain plants. Thanks for being here!
- Critical for us to have access to science professionals for identification and counsel about pest and disease, because we can only get so far on our own with textbooks and internet searches!
- didn't hear back-same client as above
- helpful advice
- I am very grateful for this service. It is crucial to my business!
- i appreciate that info is so available, and accessible. i actually remember the first time Anne returned my phone call as a new grower. i was completely blown away that someone took the time/ had the time to help.
- I could not have included the surviving seedlings in the germplasm orchard without the info provided by the Plant Diagnosis Clinic
- I'm good at pathogen diagnosis but sometimes I get stumped. Your lab has made a big difference
- Services like these are extremely important. Not only do I appreciate the service for what I get regarding vegetables,
- As a poultry grower I have no in state services available to me and have to go through Cornell. Personally I would like to see
- More services of this nature expanded and diversified
- The pdc service is essential for a timely response to a research or educational project with a plant disease.
- The plant diagnostic clinic is a very valuable resource for us and other growers I speak with.
- We would fall apart without you
- Yes! I was at the end of my knowledge and Ann was a great deal of help and support.

Additional comments:

- Amazing resource. Indispensable.
- Ann and others are always responsive to our questions no matter how simple, complicated or redundant.
- Ann Hazelrigg provided thoughtful consultation, in a timely manner, on the problems we encountered in nurturing an azalea garden.
- Anne has always been extremely prompt and clear with her replies. Internet has made responses super quick. The clinic has
- always done exceptional diagnostic work coupled with clear options of how to proceed.
- Can't think of a single way to improve what you do. Crucial role in our operation
- excellent service, thank you for your hard work.
- Extension really appreciates the quickly, helpful, and friendly responses we get from the Plant Diagnostic Clinic.
- Great job, thanks

- Huge help to our vegetable growing success.
- I can't imagine a more responsive organization, and providing such critical assistance when needed. They have saved us
- tens of thousands of dollars in potentially lost crops over the years as well as strategies that improved yields moving forward.
- I have always appreciated the thoughtful answers to my questions on herbicide selection for my invasive plant control projects.
- I very much value having this independent resource for help in choosing products and techniques
- Everyone was wonderful, knowledgeable -- such a great and important service!
- i thank you for your timely and professional service. We as growers with researchers and instructors appreciate your expertise to provide the best outcome for various crops in the greenhouse.
- I very much appreciate the service. Helped me ID a disease problem that is causing economic loss
- It is a fantastic service. I greatly appreciate it. Thank you!
- It's a great connection to have
- Keep up the good work
- keep up the good work!
- Keep up the great work, much appreciated!
- never received any info back via email or phone
- No complaints. Keep up the good work.
- Public workshops on recognizing common pests and diseases
- Sure glad to have these folks for any future issues!
- Sure wish we could do mushroom/ fungal mycorrhizal identification for chestnut in future to see if the puffballs that have colonized my nursery and travel with the plants to final transplant location are in fact beneficial.
- Thank you for your expertise and dedication to helping Vermont farmers!
- Thank you so much for all you do! :)
- Thank you!
- Thank you!!!!
- Thank you, as always, for providing a wonderful service.
- Thank you, PDC, your help is first rate and very important to me, personally and professionally!
- Thank you, you're the best!!!
- thanks for all the work, and the help, over the years.
- Thanks for all your Help!
- Thanks for your help
- Thanks!
- Thanks!
- The clinic is a great service to commercial growers - Ann and Gabriella are always very helpful.
- the clinic is a huge help to our farming operation. we use it all the time. thanks so much
- The PDC is an excellent and valuable service for Vermont growers. Keep up the good work.
- The plant pathology expertise provided by the clinic is unique in the State of Vermont.

- They are a vital service to the farming community
- Timely and helpful response--much appreciate the work of the PDC in our work.
- Very appreciative of the service...thank you!
- Very good service. Grateful to have it.
- Very good service. Thank you for your help.
- Very helpful and a quick response
- very much appreciate being able to stop by the lab and talk to staff and also appreciate the follow up from staff .
- This is a very valuable service thanks
- Very responsive and was able to help me with just the photo and short description i sent—and told me how to avoid the issue in the future which is great!
- We have enormous respect and appreciation for the team at the Diagnostic Clinic, thank you so much for being a reliable source
- of information!
- Without resources like this, many farmers including myself would have a much harder time growing sustainable food, employing Vermont residents and running sustainable businesses.
- would love to see some serious disease identification workshops offered to farmers
- (with samples, use of microscopes, comparing different disease, etc). Would be willing to spend money on these classes/workshops if offered. Usually workshops on disease at conferences just involves looking at photos but this doesn't really help in the field and most farmers don't have the time or money to take a plant pathology class at UVM.
- Maybe a 2 day workshop were offered through UVM that would be AMAZING!!