



Statewide Master Gardener Program

University of California Cooperative Extension 

FAQ - Frequently Asked Question System

On the VMS - Volunteer Management System

FAQ Development Team



- Pam Geisel – Director, Statewide UC Master Gardener Program
- Scott Oneto – County Director/Farm Advisor, UCCE, Tuolumne County
- James Sigala – Program Representative, Statewide UC Master Gardener Program
- Dave Krause – Web Developer, ANR Communication Services

FAQ Beta Test Team



- *Special Thanks to our project Beta Testers: David Alosi, Gail Barchfeld, Suzi Bender, Christie Bloomberg, Jackie Brooks, Lisa Chrisman, Gail Cole, Emma Connery, Amanda Crump, Mike Dragoon, Leigh Dragoon, Delynda Eldridge, Beatrice Etchison, Carole Frost, Marcy Hachman, Gerry Hernandez, Renate Heyner, Steven Hightower, Kathy Jones, Ted Langlet, Vince Lazaneo, Devan Leni, Sue Leisca, Rena Marticorena, Peggy Mathers, Bella May, Donna Miller, Peggy Millson-Wu, Marinne Mueller, Amelia, Lisa Neufeld, Bill Nugent, Pauline Pedigo, Martha Platt, Stephanie Pocock, Michael Poe, Stephen Rae, Yvonne Rasmussen, Sandy Riegler, Colleen Salomon, Melanie Sarkisian, Yvonne Savio, Ladd Sievenpiper, Bonnie Spamer, Mary Steele, Margaret Stelmok, Sharon Stolen, Tonya Taylor, Linda Thompson, John Vafis, Kristina Van Wert, Beverly Vasconcellos, Nyla Wiebe and JT Williams*

What the System Can Do?



- Online tool to assist volunteers in finding answers
- Ability to diagnosis questions from anywhere with internet access
- Streamline hotline questions and answers
- Ability to track current gardening issues throughout the state
- Ability to provide feedback or discuss gardening problems
- Interactive gardening discussion board

GOALS



- Sorting and storing FAQs
- Tracking and cataloging questions
- Increasing volunteer education
- Provide a framework for making FAQs available to the public
- Build partnerships among UC volunteers, staff, faculty, specialists and clientele
- Have world-wide presence on the Web

Training Videos



- The FAQ system has a series of training videos to cover many functions of the system. The videos include:
 - FAQ Training
 - Searching the FAQs
 - Adding a New Question
 - FAQ Search Options and Filters
 - Types Answers
 - Text Editor Toolbar

Training Videos



- **Link to the first of six FAQ Training Videos, it takes about fifteen minutes to watch all of the videos.**
- **At the end of each video, there will be a prompt to continue on to the subsequent video.**

<http://ucanr.org/FAQ>

Training Videos



- [Introducing the FAQ System](#)
- [Searching the FAQ System](#)
- [Adding a New Question](#)
- [FAQ Search Options and Filters](#)
- [Types of Answers](#)
- [Text Editor Toolbar](#)

Videos online at:
<http://ucanr.org/FAQ>

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