



EMPOWERING MARION FOR SUCCESS II

Extension Services Department

FY 24/25 – 3rd Quarter Accomplishments (April – June):

Organizational Experience

1. Prioritize Customer Service
 - a. An assessment of customer service strategies took place to identify areas where improvements could be made to enhance the overall customer experience.
 - i. The best practices of customer service were reviewed and discussed, with a collaborative effort to identify actionable strategies for creating a more welcoming and customer-friendly environment.

Resources and Facilities

1. Highlighting Outdoor Assets
 - a. Extension programming addresses various factors, including the effective use of land and outdoor spaces. The Edible Garden Program specifically supports residents in maximizing their available space for growing their own food.
 - i. The outdoor demonstration garden is being expanded to include a range of educational features—such as hydroponics—providing residents with hands-on examples of sustainable and practical landscaping methods for use in their own homes.

Public Infrastructure

1. Protect Water Resources
 - a. A variety of Extension programs are offered to educate the community on water use, quality, and conservation. These initiatives have collectively saved millions of gallons of water annually.

FY 24/25 – 4th Quarter Goals (July – September):

Strategic Plan Element Title

Organizational Experience

1. Staff Development
 - a. Enhance staff skills and effectiveness through ongoing professional development opportunities, including targeted training, cross-training, and team-building initiatives, to improve program delivery and organizational performance
2. Improve Customer Service



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- a. Implement intentional customer service and communication strategies to enhance internal collaboration, improve operational efficiency, and ensure the consistent delivery of exceptional customer service.

Resources and Facilities

1. Highlighting Outdoor Assets
 - a. Increase efforts to expand edible gardens in the community and to improve the demonstration garden so it remains informative and accessible to the public, regardless of regular office hours.
 - i. Marketing the demonstration garden to raise community awareness and encourage residents to utilize the displayed examples as inspiration for improving their outdoor spaces.

Public Infrastructure

1. Protect Water Resources
 - a. Deliver water resource programs that educate residents, industry professionals, and officials on the critical challenges affecting water quality and availability. These programs emphasize the shared responsibility of water stewardship and provide practical examples of best practices to help protect, preserve, and improve our water resources