

Virginia Tech Plant Disease Clinic

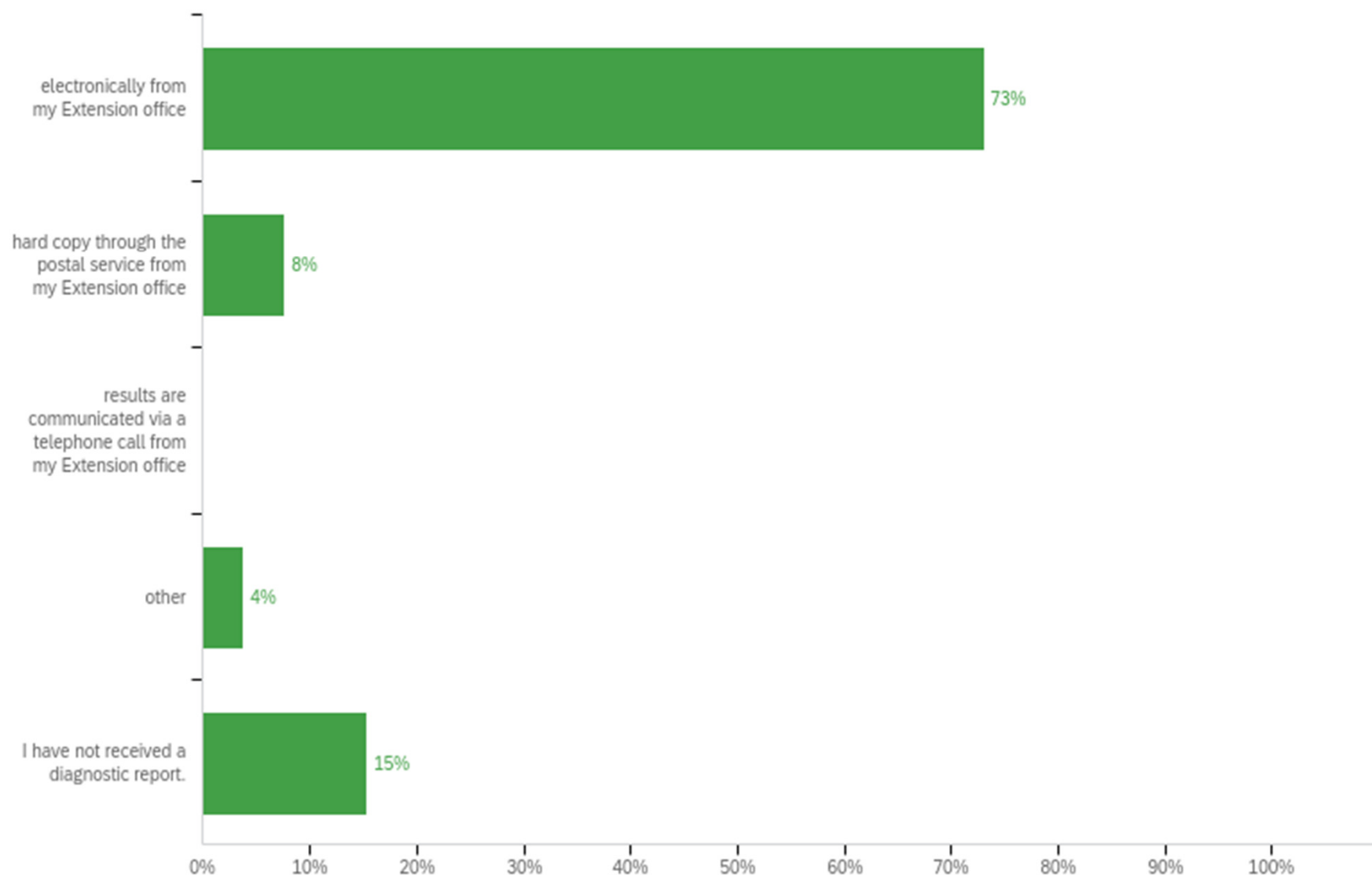
Commercial Clientele Survey

2020

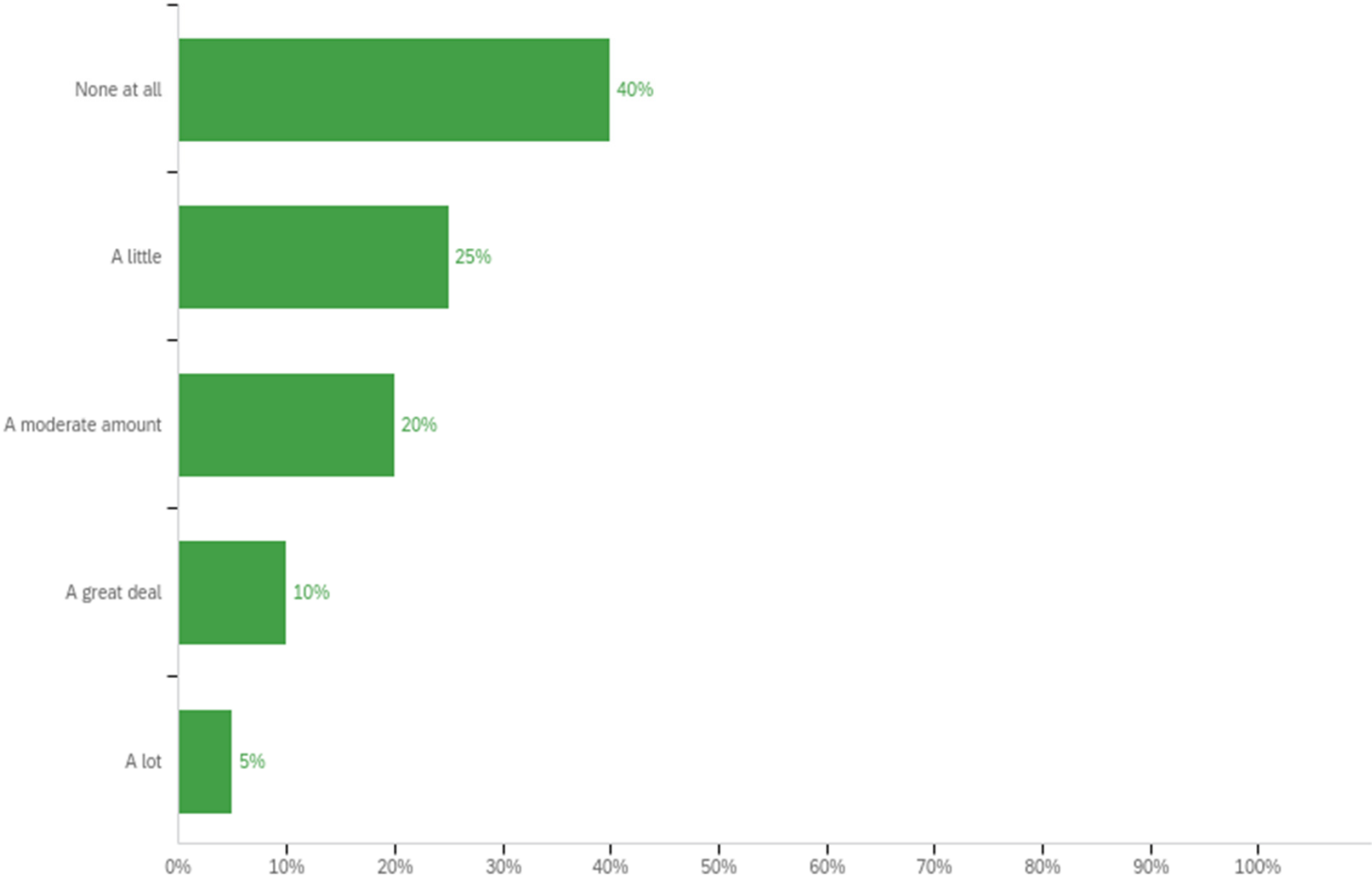
As a result of the COVID-19 pandemic, 2020 was a very different year in the Plant Disease Clinic. The number of samples submitted for diagnosis was 45% (total #761) of the samples received in 2019 (total #1695). In addition, physical samples could be submitted only by commercial growers. Home growers relied on electronic submission of diagnostic samples, as digital images. Questions relating to electronic sample submission were added to the 2020 survey.

- In November 2020 an electronic Qualtrics survey was emailed to commercial clients who included an email address on their form and submitted a plant sample for diagnosis in 2020.
- Of 28 successfully delivered emails, 26 commercial clients responded to the survey (90% response rate).

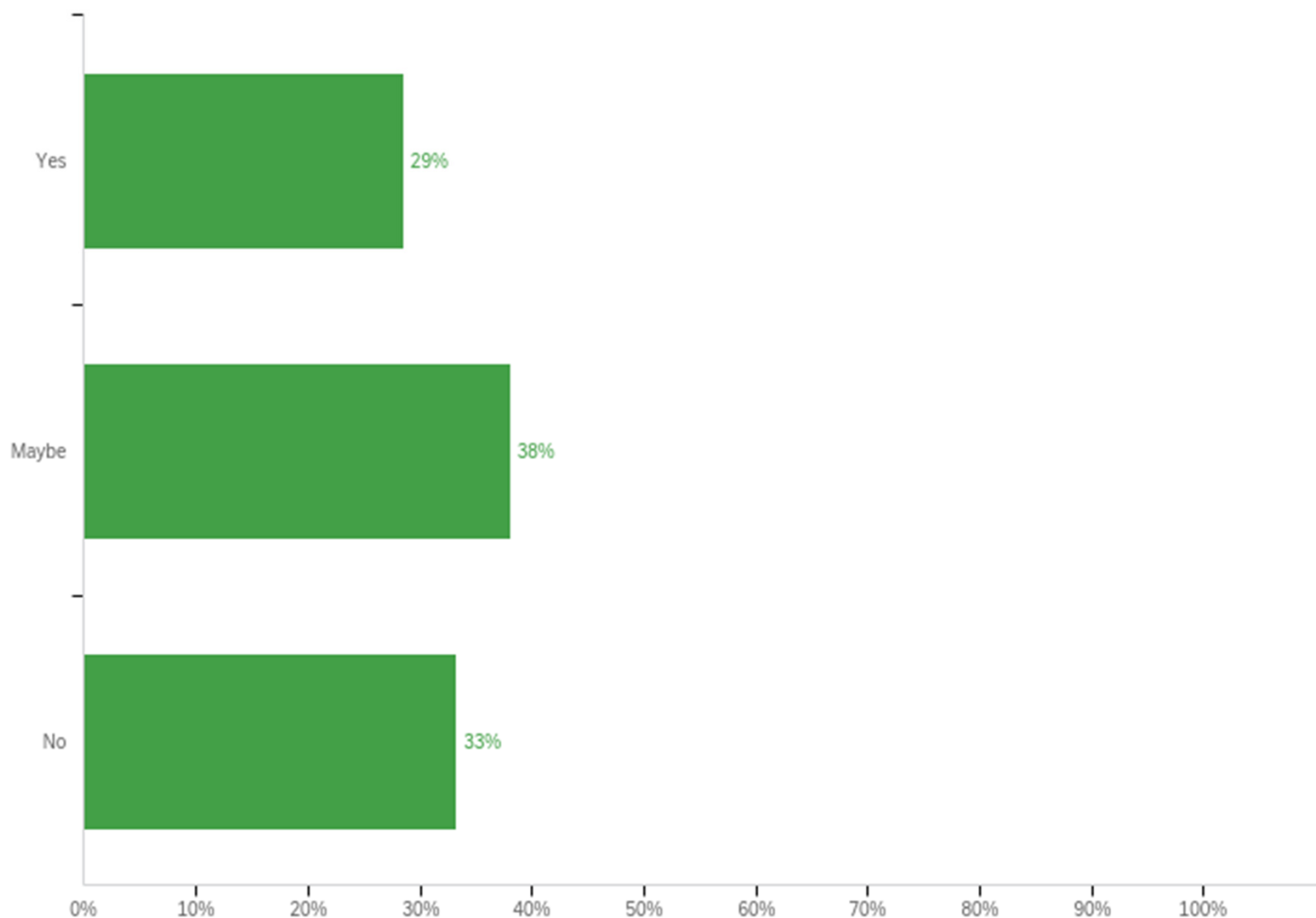
How do you generally receive your Virginia Tech Plant Disease Clinic diagnostic report(s) ?



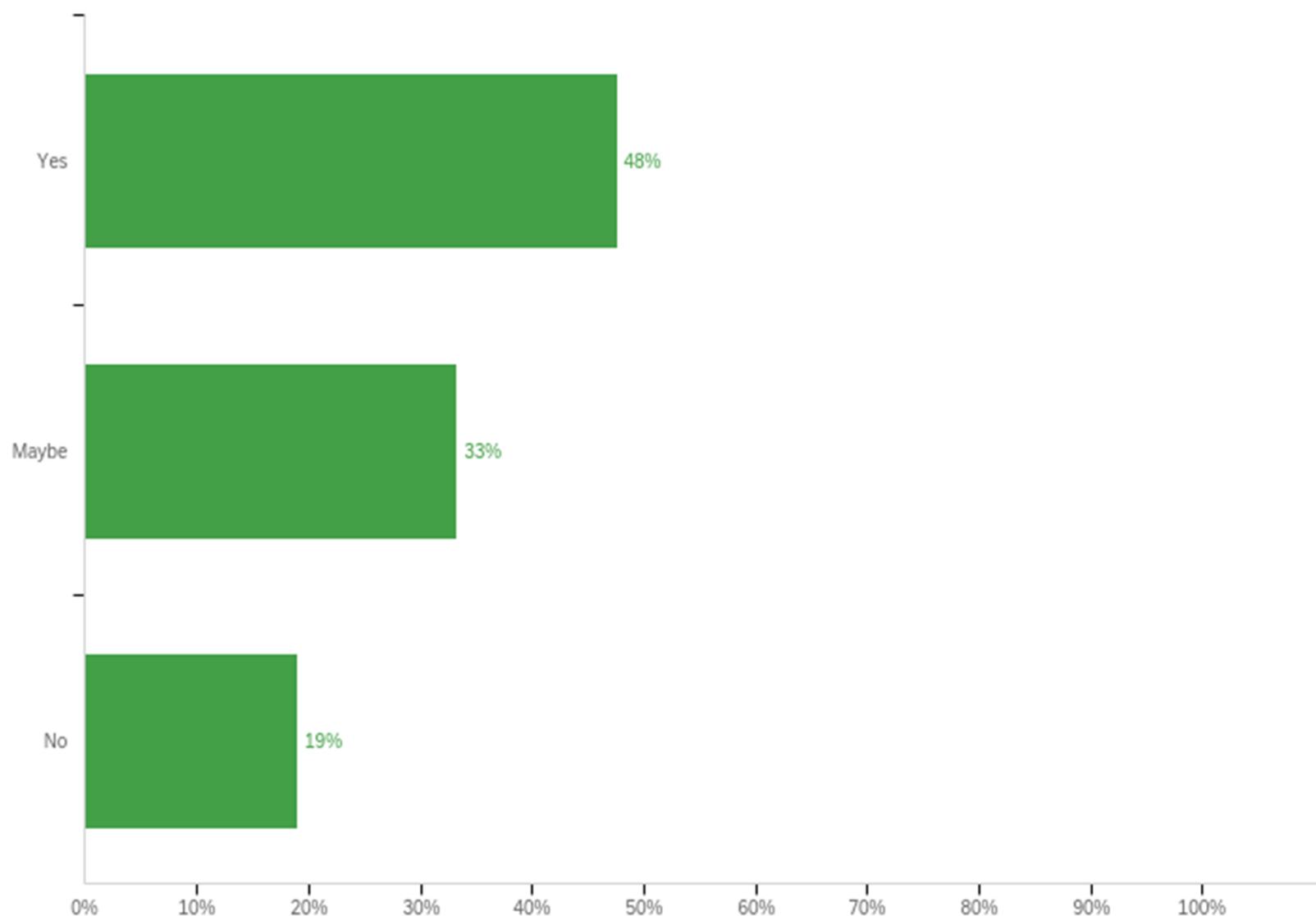
Because of COVID-19 and its impact on staffing and mail services, the Clinic modified its sample submission policy on 4/7/20 by requiring commercial growers to electronically submit digital images of the plant problem and a completed diagnostic form prior to submission of a physical plant sample. How did this policy impact the quality of the Plant Clinic services for your operation?



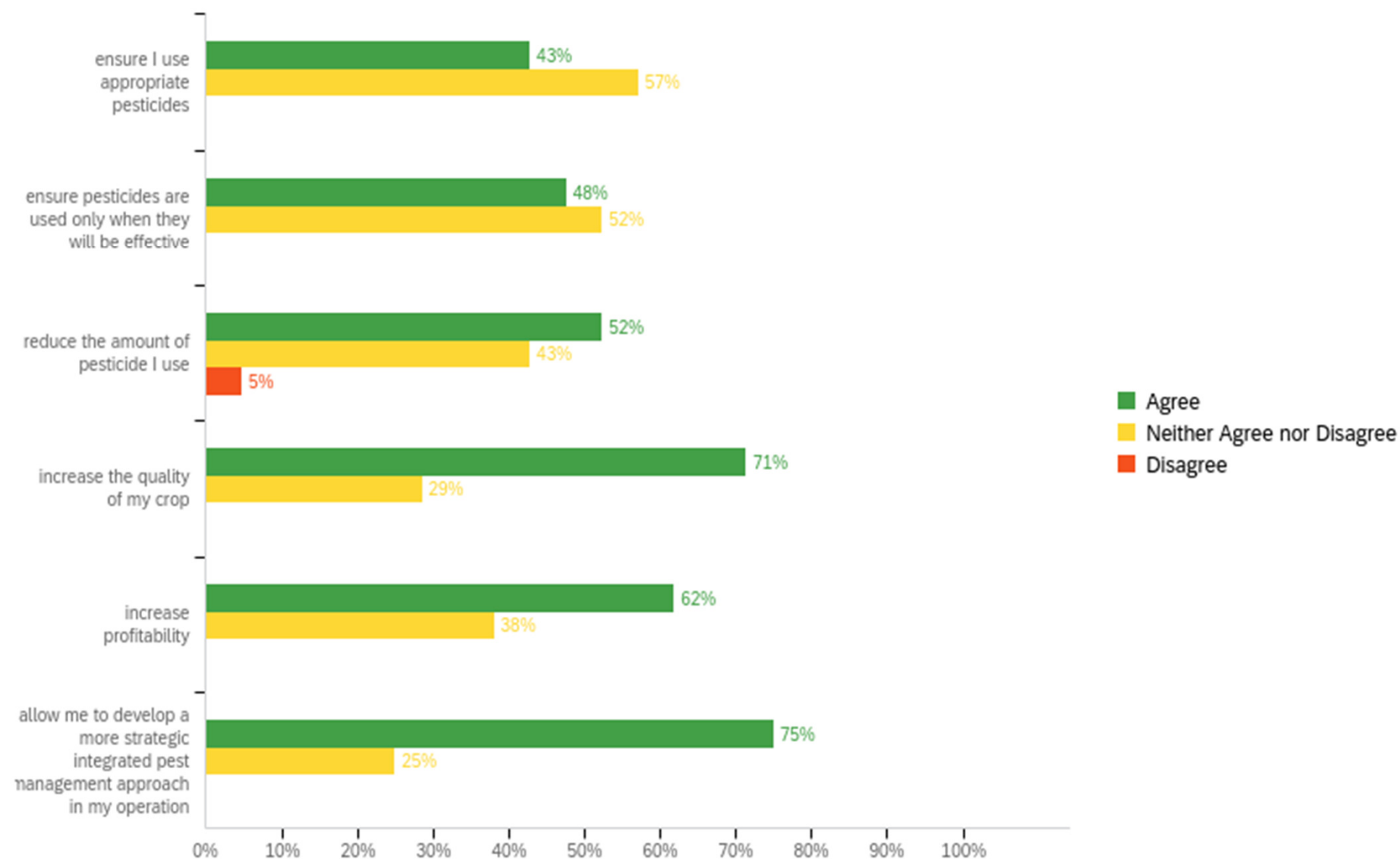
Were there any benefits to submitting an electronic submission prior to submitting a physical sample?



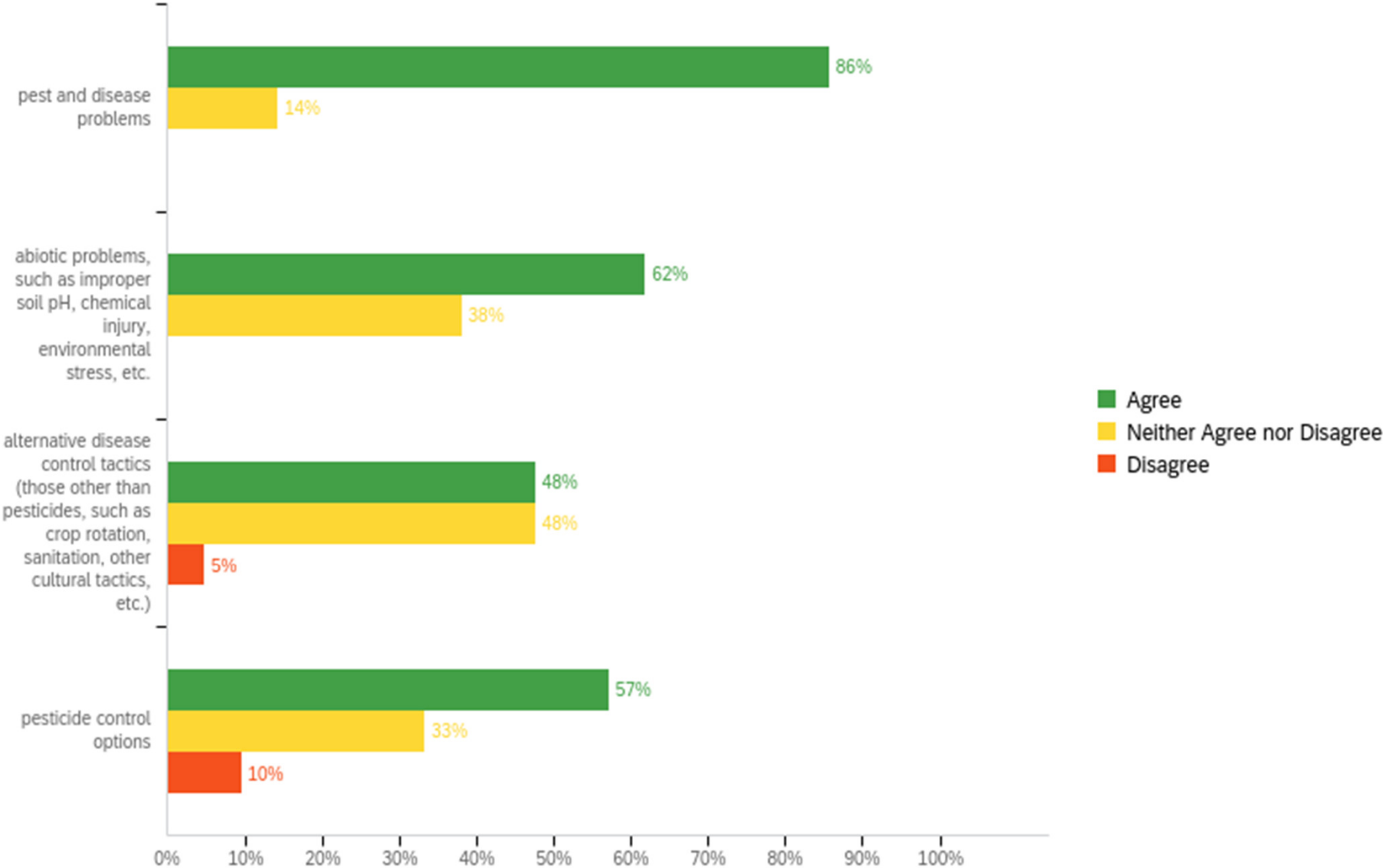
When the Plant Clinic resumes its normal sample submission policy, do you see any benefit to having the option to submit an electronic sample submission prior to submitting a physical sample?



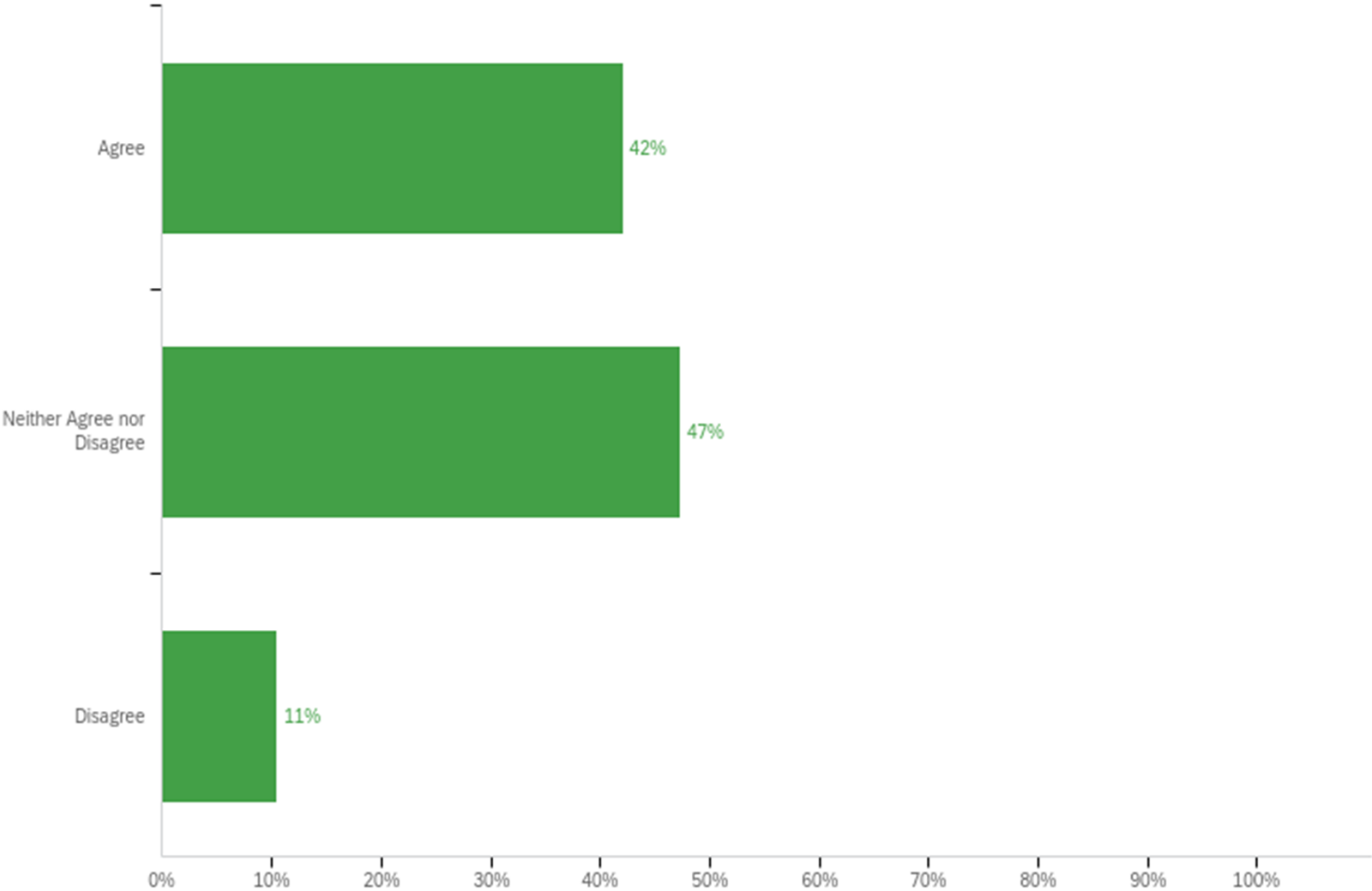
The Plant Disease Clinic diagnostic services :



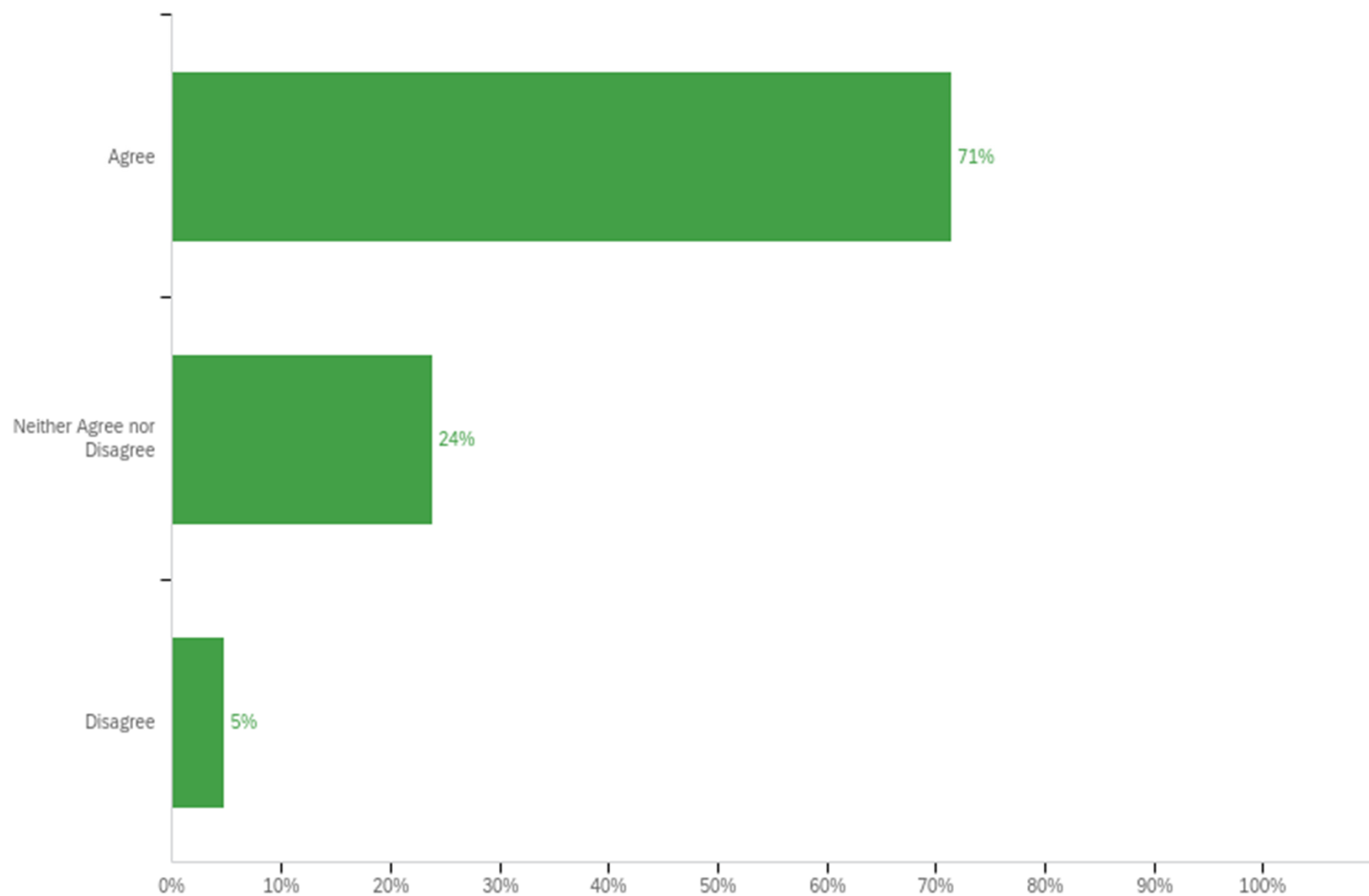
The Plant Disease Clinic diagnostic services increase my knowledge of:



The Plant Disease Clinic diagnostic services help me implement alternative control tactics (those other than pesticides).



The Plant Disease Clinic diagnostic services ensure accurate diagnosis.



I value the services provided by the Plant Disease Clinic.

