

Landscape Professional Survey 2021

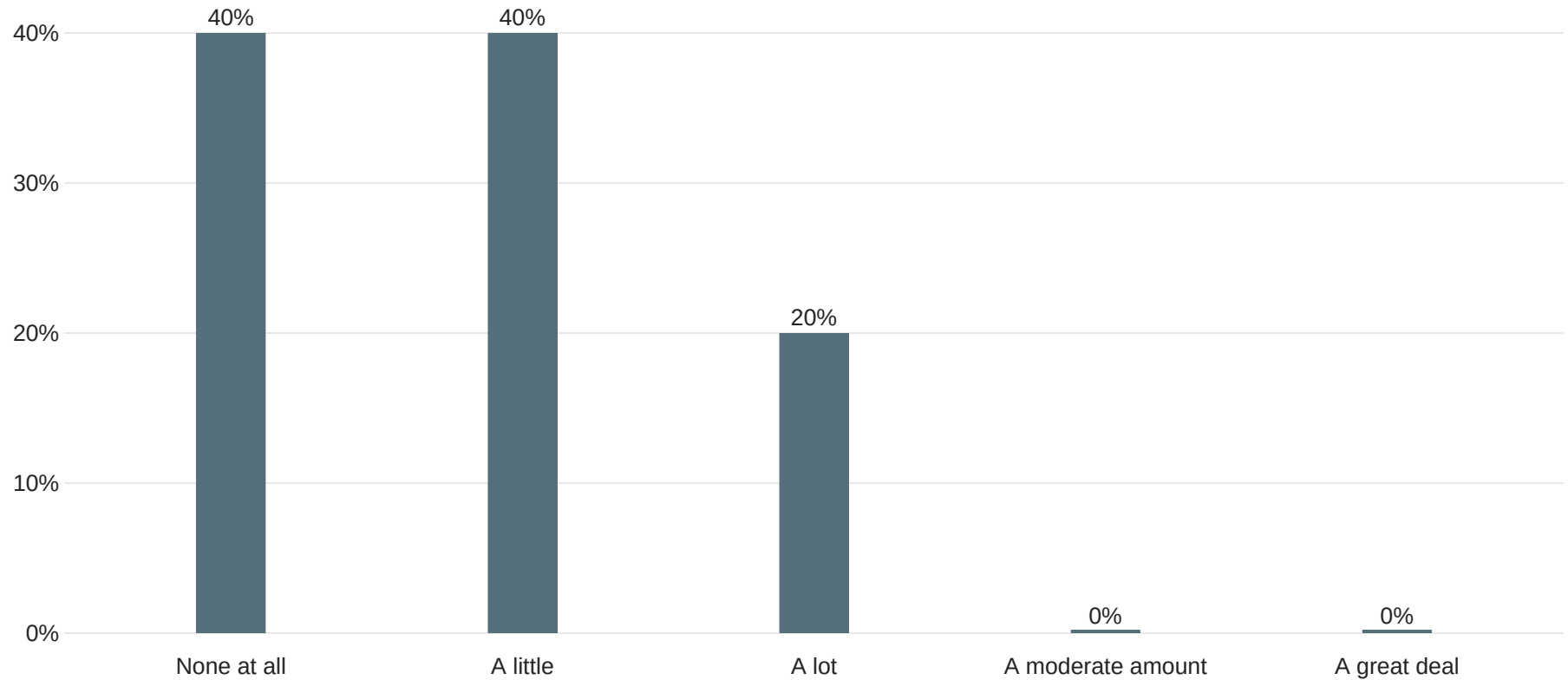
Virginia Tech Plant Disease Clinic

As in 2020, a lower number of samples (649) were submitted in 2021 compared to the historic sample number trend. From 2015-2019, sample numbers ranged from 1241 to 1695 and trended upward annually. Continued effects from the COVID pandemic negatively impacted the sample numbers in 2021. Additionally, a diagnostic fee was instituted on Oct. 1, 2021. Based on results from other diagnostic labs that have instituted a fee for services, we anticipated an initial decline in sample numbers, but expect sample numbers to gradually rebound over the next few years.

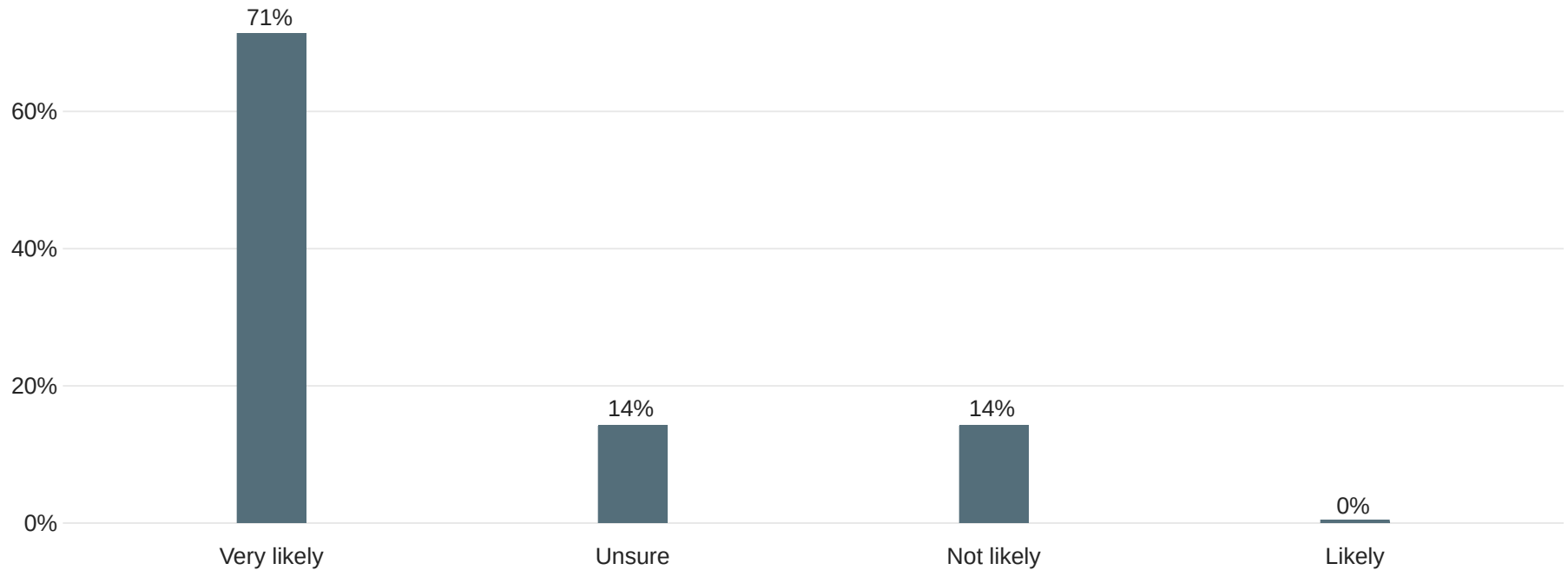
Because of COVID-19 and its impact on staffing and mail services, the Clinic offered reduced diagnostic services at the beginning of 2021. From Jan. through April 2021 commercial growers were required to electronically submit digital images of the plant problem and a completed diagnostic form prior to submission of a physical plant sample. Non-commercial growers and professional landscape clientele were limited to digital submissions until May 1, 2021, when normal operations resumed for the remainder of 2021.

In December 2021 an electronic Qualtrics survey was emailed to landscape professional clients who included an email address on their diagnostic form and submitted a plant sample in 2021. Of 28 successfully delivered emails, 9 landscape professional clients responded to the survey (32% response rate).

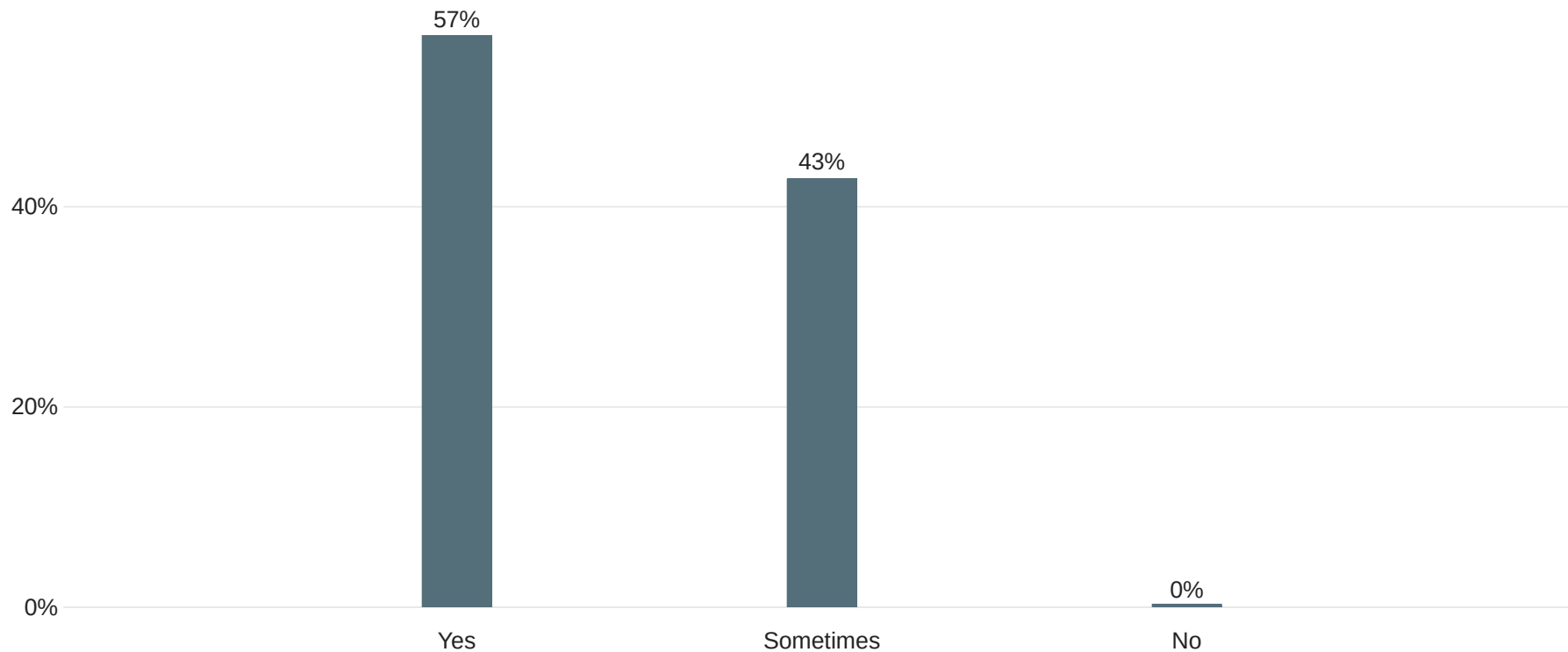
Because of COVID-19 and its impact on staffing and mail services, the Clinic offered reduced diagnostic services at the beginning of 2021, but resumed normal operations on May 1, 2021. From Jan. through April 2021 landscape samples could only be submitted as digital samples. Did this negatively impact your satisfaction with the Clinic services?



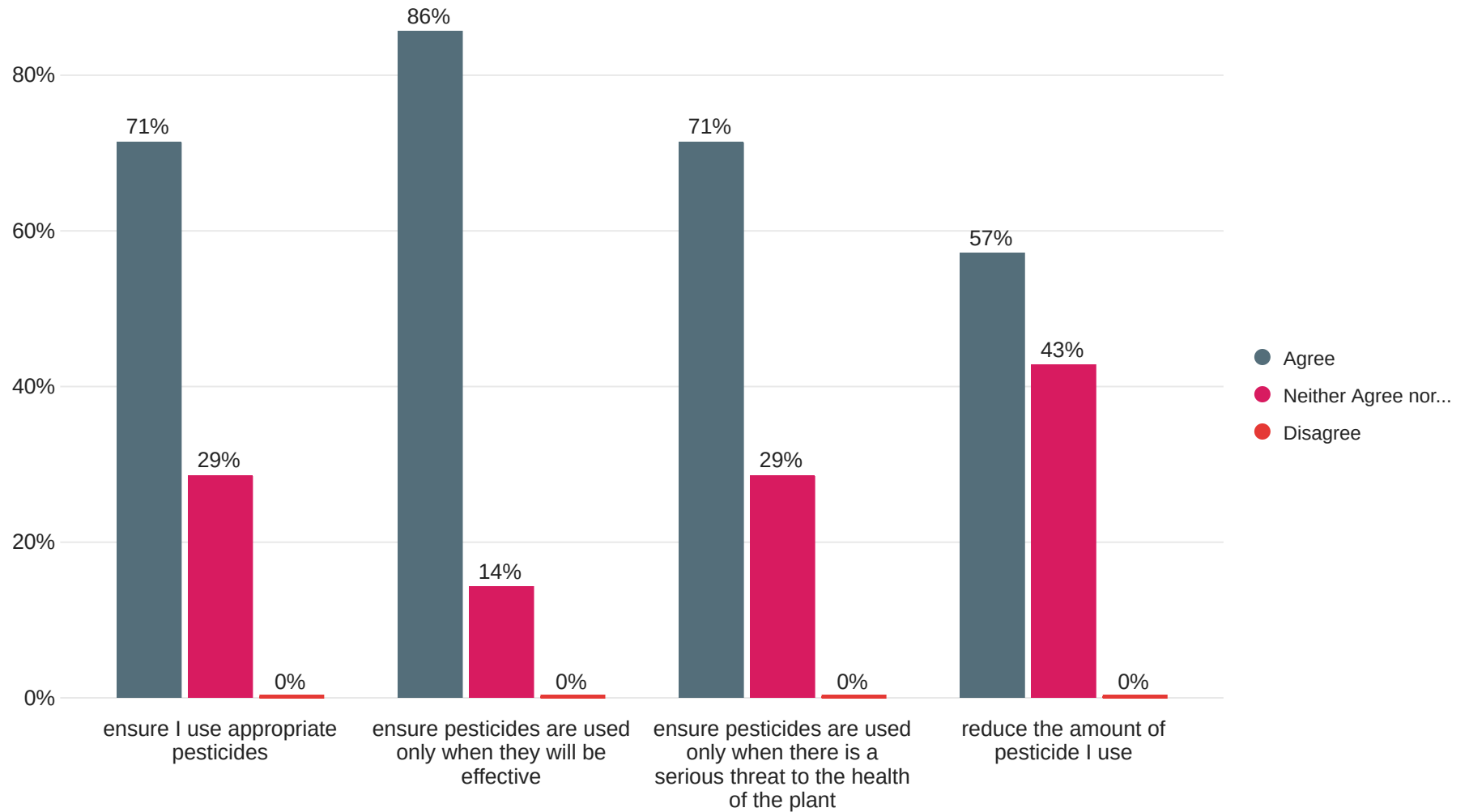
The Plant Disease Clinic now offers the option of submitting a stand-alone digital sample and also encourages submission of digital images with a physical sample, but this is optional. How likely do you think you are to submit either a digital sample or include digital images with a physical submission?



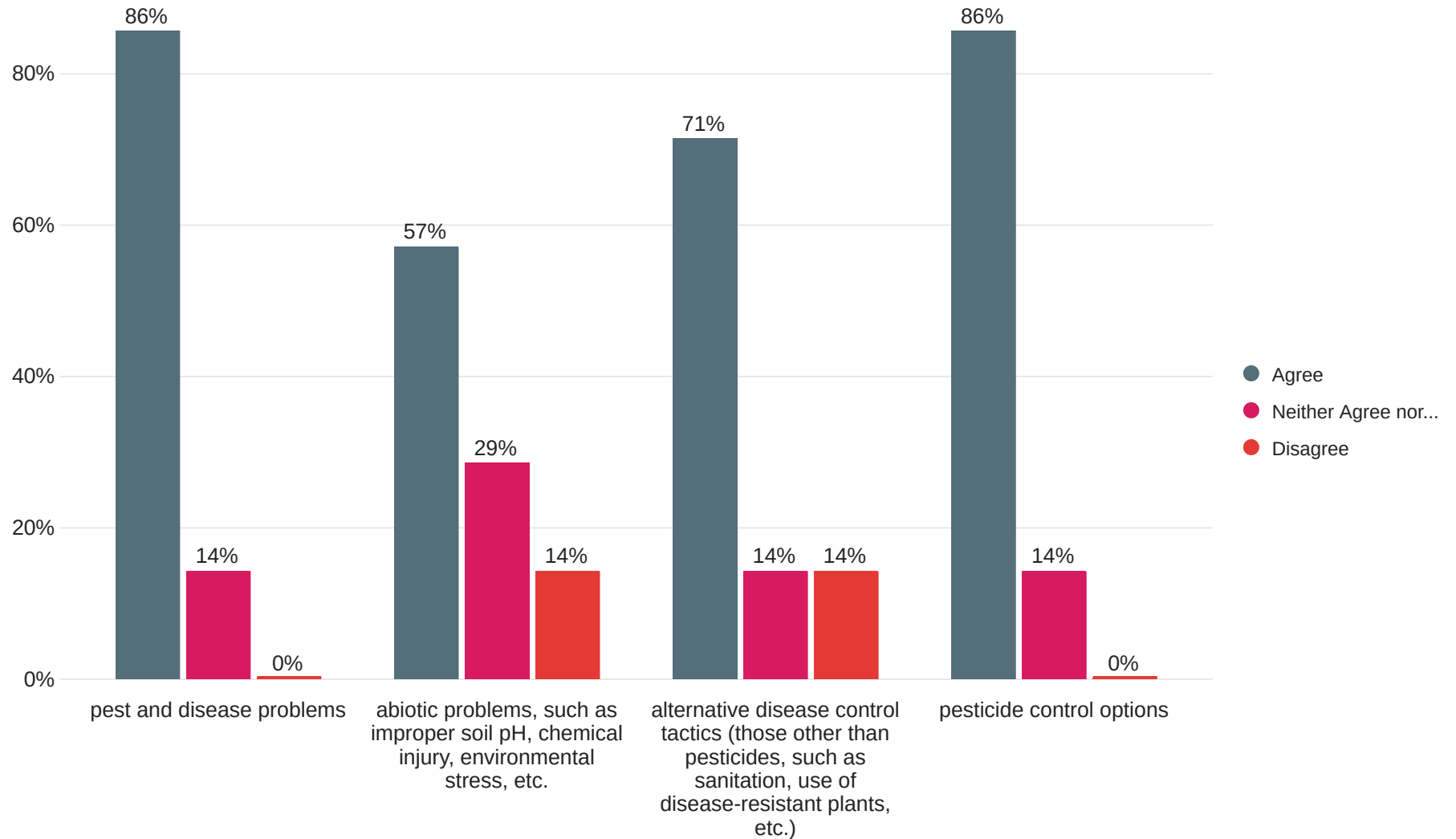
Do you value the option to submit digital samples, either as a stand-alone sample or a combo (physical + digital sample)?



The Plant Disease Clinic diagnostic services

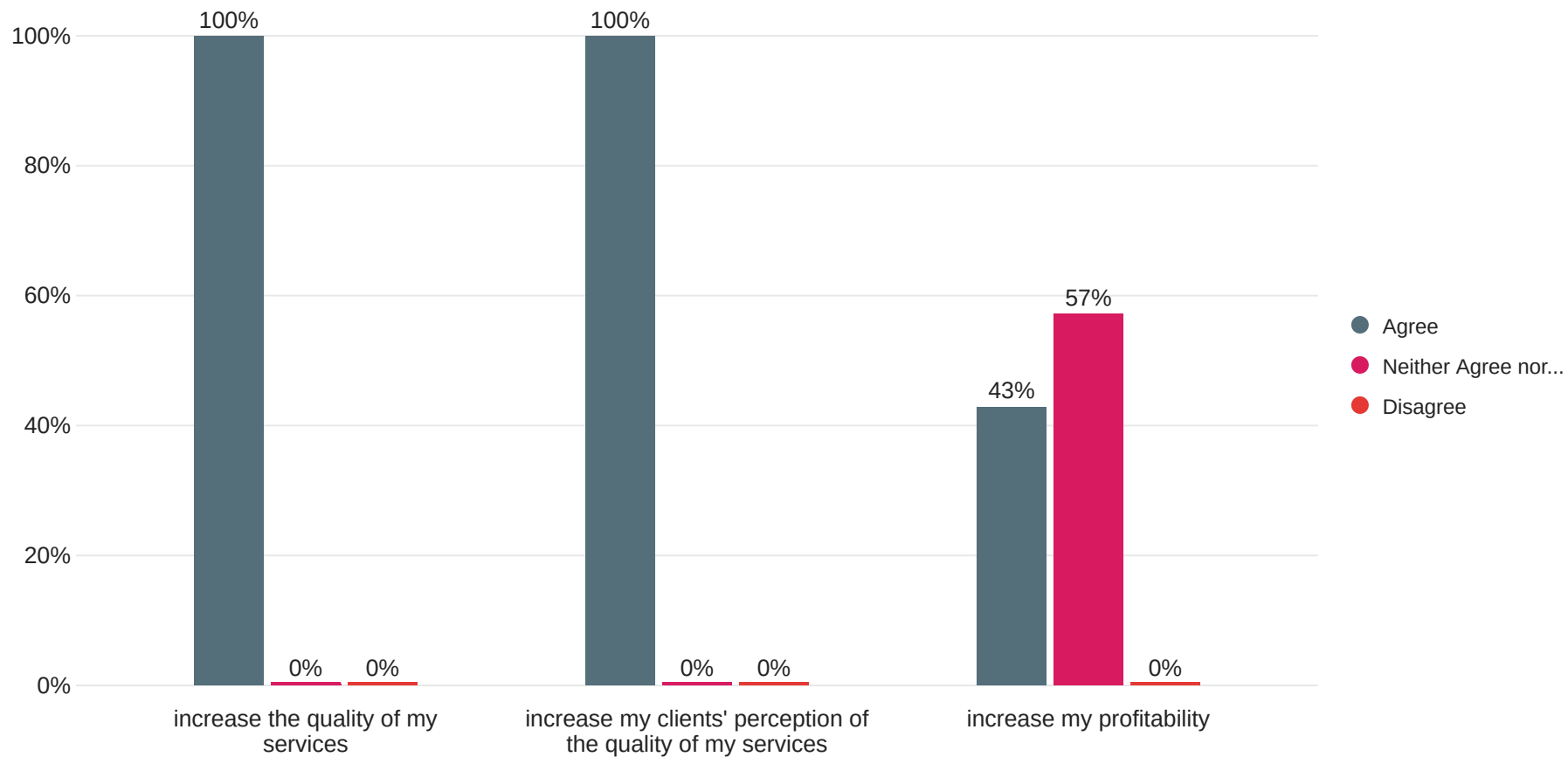


The Plant Disease Clinic diagnostic services increase my knowledge of:

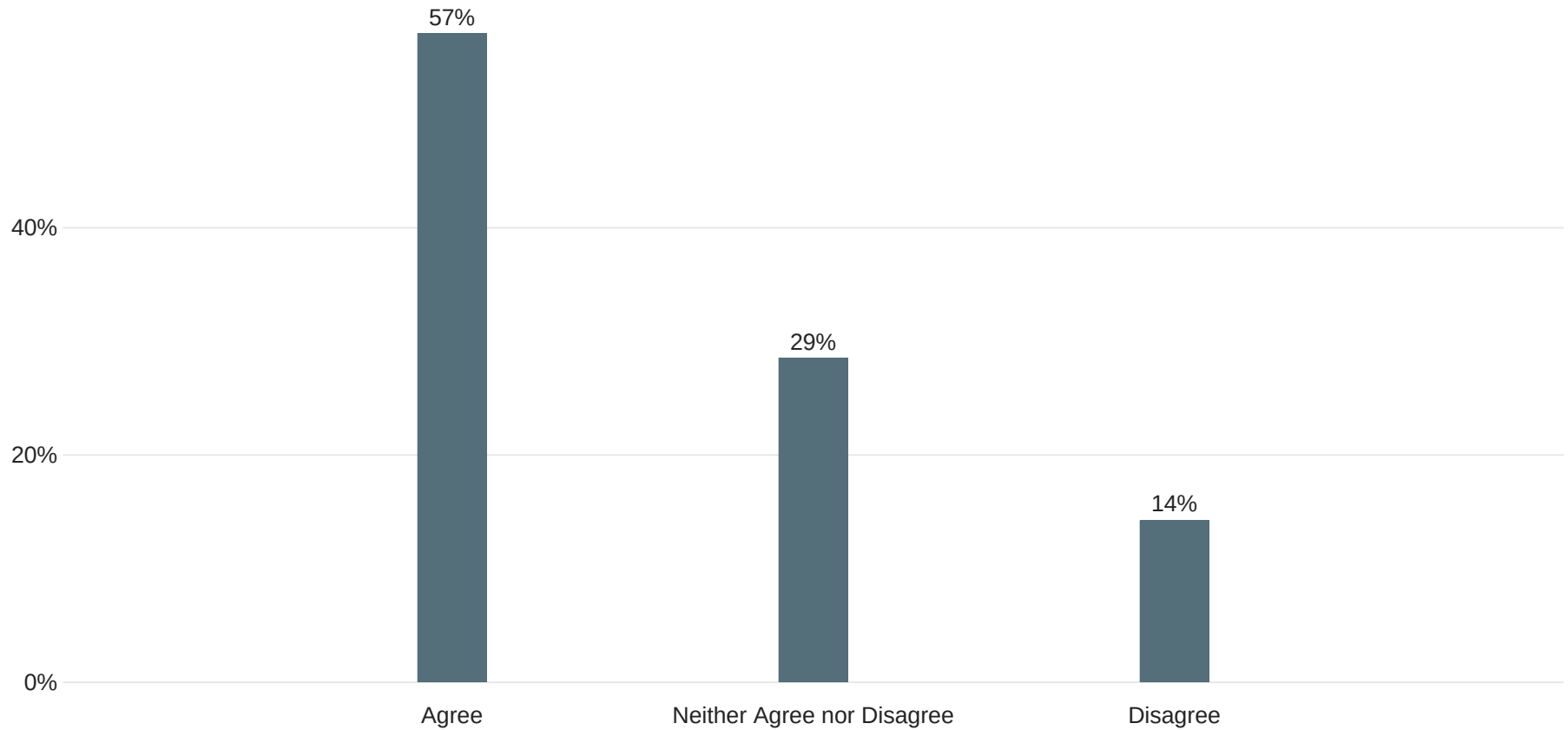


<https://spes.vt.edu/affiliated/plant-disease-clinic/reports.html>

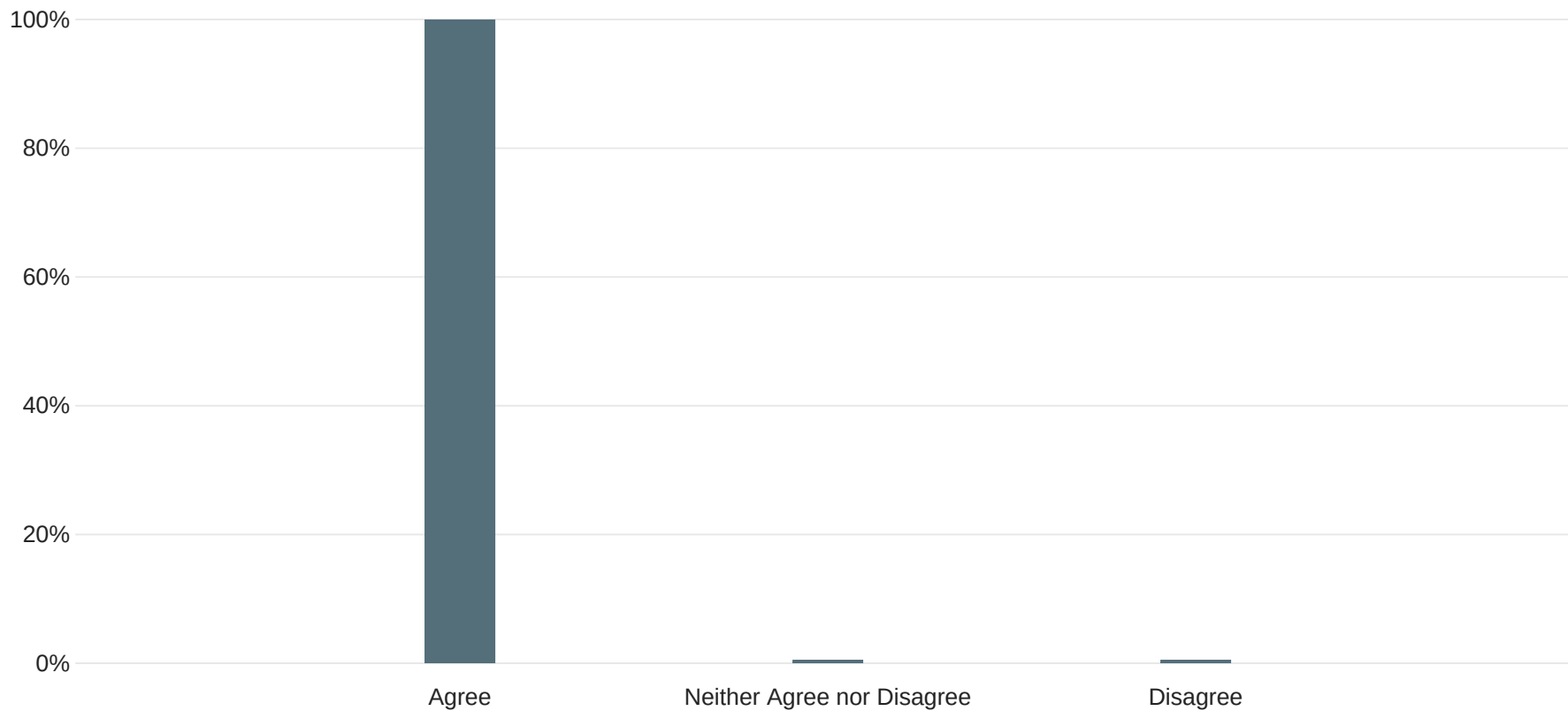
The Plant Disease Clinic diagnostic services:



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.

