



Livestock and Poultry Environmental Learning Center (an eXtension Community of Practice)

Ask the Expert

Ask the Expert The LPE Learning Center's purpose is to connect experts with animal producers and those who advise animal producers through our eXtension web product and webcasts. The Ask the Expert is one tool within eXtension for achieving that purpose. We ask that you consider becoming a volunteer expert.

The Ask the Expert system allows volunteer experts to select the topic areas and states (or national) for which an individual volunteer is willing to answer questions. Because of the state specificity of many regulations, nutrient management issues, and BMPs, it is our recommendation that volunteer experts sign up to answer questions originating from their state only, but for a broad range of manure management topics. It is our intent to recruit a large group of volunteers for the Ask the Expert system so that individual volunteers focus on questions originating from their home state.

If you prefer to serve as a national expert for a more narrowly defined area, we are accepting volunteers with this interest as well.

Either way, as clientele ask questions for which there is no matching Frequently Asked Questions response (database currently includes 200+ FAQs), those questions are assigned to volunteer experts based upon the state-specific or topic-specific selections made by the volunteer expert. We ask that volunteer experts provide a response as soon as practical, preferably within 72 hours. You may also want to add your response to the FAQ database where it is peer reviewed and retained for other users of our Animal Manure Management eXtension web site.

Thank you for considering our request to become part of the national LPE Learning Center team.

2

Specific Information related to registering to be an Expert

To receive incoming questions from the public in one or more of your CoP's subcategories, you must log in at: <http://faq.extension.org> to set your expertise areas. Once logged in using your eXtension ID...

The image shows two screenshots of the extension.org website. The top screenshot shows the 'Ask and Expert' tab selected, with a callout box stating '1. Select the Ask and Expert Tab'. The bottom screenshot shows the 'Areas of Expertise' form, with callout boxes for steps 3, 4, 5, and 6. Step 3 points to the 'Areas of Expertise' link. Step 4 points to the 'animal manure management' category. Step 5 points to the subcategories under 'animal manure management'. Step 6 points to the 'Save changes' button.

1. Select the Ask and Expert Tab

3. Choose the "Areas of Expertise" link

4. Select "relevant expertise" category by clicking in the square box to open and reveal the sub-categories

5. Select the "subcategories". Select your CoP category or combination of subcategories you wish to field questions from. *If you plan to answer questions from only your state, we would ask that you consider clicking on most of the subcategories.*

6. Don't forget to "Save changes"

3

Setting your Geographical Regions preferences...

The screenshot shows the 'Geographic Regions' preference page. At the top, there is a navigation bar with links for 'Events', 'Frequently Asked Questions', 'People', 'CoP Wiki', 'About Wiki', and 'About Blog'. Below this is the 'extension' logo and 'FAQ' link. The main content area has tabs for 'General Preferences', 'Areas of Expertise', and 'Geographic Regions'. Under 'My Locations', there is a section titled 'View Your Locations | Add or Edit a Location'. A dropdown menu shows 'Nebraska' selected. Below this is a yellow box with the text 'What part of Nebraska?' and 'Please choose the entire state or pick individual counties.'. To the right, there are links for 'Add all counties' and 'Close county picker'. Below these is a search input field with the text 'Start typing a few letters and choose from the list that appears'. A list of counties is shown: 'Lancaster add', 'Lincoln add', 'Logan add', 'Loup add', and 'I'm done'. Green callout boxes with arrows point to various elements: '1. Select "Geographical Regions"' points to the 'Geographic Regions' tab; '2a. Select a state.' points to the 'Nebraska' dropdown; '2. Select "Add or Edit a Location"' points to the 'Add or Edit a Location' link; '2b. Choose "Add all counties" or "Pick individual counties"' points to the 'Add all counties' and 'Close county picker' links; and '2c. When finished, click on "I'm done"' points to the 'I'm done' link.

It is our recommendation that you select your home state for answering questions. You can select multiple states in your region by sequentially adding each new state.

4

Setting your General Preferences

The screenshot shows the 'General Preferences' page. At the top, there is a navigation bar with links for 'Events', 'Frequently Asked Questions', 'People', 'CoP Wiki', 'About Wiki', and 'About Blog'. Below this is a search bar and a 'Home' button. The main content area has tabs for 'Incoming', 'Assigned to me', 'Resolved by me', 'Resolved', and 'Spam Review'. The 'Incoming' tab is selected. The page title is 'General Preferences' and it includes sub-sections for 'Areas of Expertise' and 'Geographic Regions'. The 'General Preferences' section contains three main options, each with a checkbox and a 'Save changes' button at the bottom. Callout boxes with arrows point to these elements: 1. '1. Select "General Preferences"' points to the page title. 2. '2. Click on recommended preferences' points to the first checkbox option. 3. '3. Add signature information' points to the signature text area. 4. '4. "Save changes"' points to the 'Save changes' button.

1. General Preferences. We recommend clicking on
 - ✓ Automatically assign me incoming questions that match my expertise or location
 - ✓ Send me an email if a question in my area of expertise is still unanswered after 48 hours
2. Signature. We recommend including your name, title, institution, email address, and phone number.

5

How are incoming questions assigned?

The FAQ system assigns incoming questions based on **Areas of Expertise**, **Geographic Location** and **User Workload**. When more than one expert is available, **the question is given to the user with the fewest assigned questions**. Questions are matched to experts based on the following criteria:

- matching Areas of Expertise and Geographic Locations
- matching Areas of Expertise (by sub-category if available, then main category)
- matching Geographic Locations (by county if available, then state)

If none of the above criteria are met, then a question is assigned to an uncategorized question wrangler.

6

Trouble shooting a question you don't think you should have received.

Check to see if the question was listed as uncategorized, rather than as "animal manure management".

If so, log into <http://faq.extension.org> and check your preferences, you may have the "assign me uncategorized questions" box checked. If so, then uncheck it and you won't get these in the future.

You can re-assign the question to someone in the appropriate area. As an example, if something like this happens, follow the links in the email you get. When the question comes up, look on the right hand side. There is an option to "assign to someone else". When I re-assigning the question you need to pick a specific person. The system doesn't automatically pick someone. Select the most appropriate category and look for people in your state. When you hold the mouse over a name, their "areas of expertise" pop up.

7

You are now part of the **Ask an Expert** network for the LPE Learning Center's Community of Practice.

Thank you.