In November 2017 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 2017.

Of 76 successfully delivered emails, 37 commercial clients responded to the survey (49% response rate).
Select one production area that best describes your operation:
Select one production method that best describes your operation:
By what means do you generally receive your Virginia Tech Plant Disease Clinic diagnostic report(s) (select all that apply)?

- electronically from my Extension office
- hard copy through the postal service from my Extension office
- results are communicated via a telephone call from my Extension office
- I experienced a problem with receiving a diagnostic report from my Extension office.
- other
Select all of the choice(s) below that apply to your experience using the Plant Disease Clinic:

- My Extension agent discussed diagnostic results and recommendations with me.
- My Extension office provided additional information to me to supplement the diagnostic report.
- I understood the diagnostic report.
- None of the above apply to my Plant Disease Clinic results.
In general, do you think the Plant Disease Clinic diagnostic services:

- Ensure accurate diagnosis: Agree 89%, Neither Agree nor Disagree 9%, Disagree 3%
- Ensure pesticides are only used when a clear benefit will result: Agree 59%, Neither Agree nor Disagree 41%
- Reduce pesticide inputs: Agree 61%, Neither Agree nor Disagree 36%, Disagree 3%
- Increase profitability: Agree 68%, Neither Agree nor Disagree 32%
- Increase the quality of your crop: Agree 74%, Neither Agree nor Disagree 21%, Disagree 6%
- Allow you to develop a more strategic integrated pest management approach in your operation: Agree 71%, Neither Agree nor Disagree 21%, Disagree 9%
In general, do the Plant Disease Clinic services increase your knowledge of:

- Pest and disease problems: 86% Agree, 9% Neither Agree nor Disagree, 6% Disagree
- Abiotic problems (non-living problems, such as improper soil pH, chemical injury, environmental stress): 82% Agree, 12% Neither Agree nor Disagree, 6% Disagree
- Alternative pest/disease control options (those other than pesticides): 59% Agree, 32% Neither Agree nor Disagree, 9% Disagree
- Pesticide control options: 65% Agree, 21% Neither Agree nor Disagree, 15% Disagree
I value the services provided by the Plant Disease Clinic.