Plant Disease Clinic
Landscape Professional Client Survey 2019

• In November 2019 an electronic Qualtrics survey was emailed to landscape professional clients who included an email address on their form and submitted a plant sample for diagnosis in 2019.

• Of 57 successfully delivered emails, 31 landscape professional clients responded to the survey (54% response rate).
How do you generally receive your Virginia Tech Plant Disease Clinic diagnostic report(s)?
Select all of the choices below that apply to your experience using the Plant Disease Clinic:

- I understood the diagnostic report. (57%)
- My Extension office provided additional information to me to supplement the diagnostic report. (30%)
- My Extension agent discussed the diagnostic results and recommendations with me. (13%)
- None of the above apply to my Plant Disease Clinic experience.
What type of pesticides do you use:

- Synthetic, organic and/or biological pesticides: 50%
- Synthetic pesticides: 21%
- Organic pesticides and/or biologicals: 14%
- I do not use any pesticides (including organic and biological pesticides): 14%
- Other:
The Plant Disease Clinic diagnostic services:

- Ensure I use appropriate pesticides: 82% Agree, 18% Neither Agree nor Disagree
- Ensure pesticides are used only when they will be effective: 73% Agree, 27% Neither Agree nor Disagree
- Ensure pesticides are used only when there is a serious threat to the health of the plant: 76% Agree, 19% Neither Agree nor Disagree
- Reduce the amount of pesticide I use: 59% Agree, 36% Neither Agree nor Disagree
The Plant Disease Clinic diagnostic services increase my knowledge of:

- Pest and disease problems: 92% Agree, 8% Neither Agree nor Disagree, 4% Disagree
- Abiotic problems, such as improper soil pH, chemical injury, environmental stress, etc.: 60% Agree, 36% Neither Agree nor Disagree, 4% Disagree
- Alternative disease control tactics (those other than pesticides, such as sanitation, use of disease-resistant plants, etc.): 64% Agree, 36% Neither Agree nor Disagree, 0% Disagree
- Pesticide control options: 62% Agree, 35% Neither Agree nor Disagree, 4% Disagree
The Plant Disease Clinic diagnostic services:

- Increase the quality of my services: 88% Agree, 12% Neither Agree nor Disagree
- Increase my clients' perception of the quality of my services: 73% Agree, 27% Neither Agree nor Disagree
- Increase my profitability: 30% Agree, 73% Neither Agree nor Disagree, 7% Disagree

Legend:
- Green: Agree
- Yellow: Neither Agree nor Disagree
- Red: Disagree
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.