Oregon Ask an Expert

Question Monitoring

The Role of the Monitor
Oregon’s Question Monitors represent OSU Extension Service program areas. They check incoming questions at least three times per business day and route any questions within their area to an appropriate Expert.

Monitoring Incoming Questions
Question Monitors may follow incoming questions in one of two ways:

1. By checking the eXtension system three times a day. To do this, sign into eXtension, click “AaE” at the top of the web page, then select and apply “Filter questions by... Oregon State Extension Service” (this is the name of the Oregon widget):

OR

2. By subscribing to an RSS feed of questions from the Oregon widget. To do this, sign into eXtension, click “AaE” at the top of the web page, select and apply “Filter questions by... Oregon State Extension Service,” and then select “feed” (by the orange icon). You may then subscribe to a feed of questions from the Oregon widget, or select “Subscribe in Mail” at the right:
Assigning Questions
Question Monitors should assign questions to an appropriate Expert in their program area as quickly as possible (within 2-3 business hours of the question being asked). You may reassign the question to another person by using the “Assign to someone else” options to the right of the question (all OSU Extension employees with an eXtensionID are listed through this tool):

Assigned to Frank Wideman 24 minutes ago
Assign to someone else:
By name  By location or category

Questions that Cannot Be Answered
If a question is clearly outside the expertise of anyone in OSU Extension, the Ask an Expert Coordinator or a Question Monitor should write a polite note to the client who submitted the question explaining that OSU Extension does not have a specialist covering that topic.

If a question is clearly spam, the question may be rejected using the “Reject” option in the lower right side of the web page:

Moderate this Question
Reject (inappropriate or duplicate questions)

Additional Orientation
You may want to review the 90-minute “Question Monitor Training,” presented on January 20, 2011. Contact the Ask an Expert Coordinator for a link to that recording.

Oregon Question Monitor Cohort
Oregon’s Question Monitors and the Ask an Expert Coordinator can share experiences, discuss issues, and offer each other ongoing support. Question Monitors are Pati Craven (4-H Youth Development), Kristin Albrecht and Kristin Pool (Agriculture and Natural Resources), Jordan Rainwater and Bob Falconer (Community Horticulture), Karen Zimmermann (Extension and Experiment Station Communications), Teresa Crowley (Family and Community Health), Janey Lee (Forestry and Natural Resources), and Cathy McBride (Sea Grant).

Questions?
If you have questions, please contact your program leader or Jeff Hino, Ask an Expert Coordinator, at 541-737-0803 or jeff.hino@oregonstate.edu.