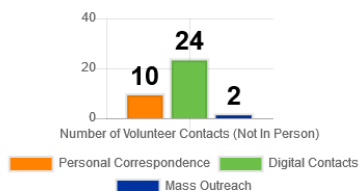
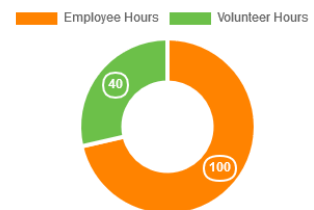


SUPER 2.0

Delivery Guide

Delivery Stats



Volunteer Value
\$906.80

Real. Life. Solutions.

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TENNESSEE
STATE UNIVERSITY
Cooperative Extension

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Introduction

Delivery tracks the measures of production (outputs) and measures of results (outcomes) from the delivery of educational programs. A program is an educational response to one or more identified needs. A program uses interrelated strategies for education. In other words, it provides a set of learning opportunities for a specific audience. It has specific, measurable objectives. One delivery method alone does not constitute a program.

Reporting contact data and impact for agents and specialists justifies Tennessee Extension funding on the county, state, and federal levels. It is critical to demonstrate program value with various stakeholders.

Timely data entry results in more accurate and complete reports. There are four lock dates (March, June, September and December) for reporting Delivery throughout each calendar year. Entering data in a consistent manner provides Tennessee Extension administration the ability to respond to stakeholder and funder requests for information in a timely manner.

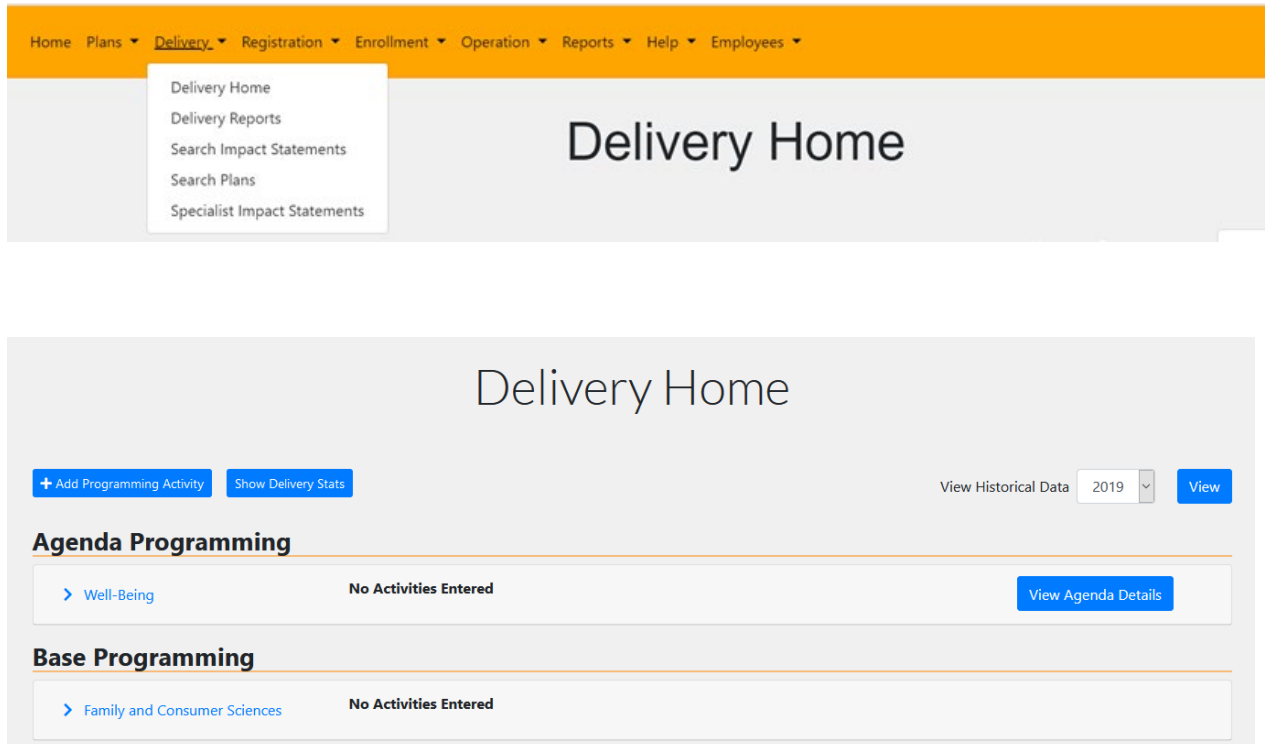
Demographic data entered through the Delivery module tracks efforts to reach all eligible audiences. Where available, demographic data entered in Delivery is imported to the county Civil Rights Compliance Report.

Agent questions about entering Delivery, Impact Statements and Outcomes should be directed to your Regional Office, Department/State Program Leader or supersupport@utk.edu.

Step-by-Step Instructions

Accessing the Delivery Module

From the SUPER home page, click Delivery, then Delivery Home.



Delivery Home

From Delivery home you can Add Programming Activity, Show Delivery Statistics and view Historical Data.

To add a programming activity, click the button *+Add Programming Activity* on the left side of the screen.

Delivery Home

+ Add Programming Activity
Show Delivery Stats

View Historical Data

2019

View

Agenda Programming

> Well-Being
No Activities Entered
View Agenda Details

Base Programming

> Family and Consumer Sciences
No Activities Entered

Activity Details

* indicates required field

Activity Details

* Program Select	* Activity Name Select Previous	* Programmatic Area Select	* Knowledge Area Select
* Topic Select	* Activity Date 10/14/2026 📅	Volunteer Hours 0	

Activity Details screen is displayed prompting the user to enter the following information:

Program: The drop-down menu in this field is populated based on Individual Agenda and/or Base Programs. Select an Individual Agenda or a Base Program as applicable. Specialists do not create Plans so will only have base programs listed.

Activity Name: The user can type their own title. However, it is advisable to limit entries. For example: combining delivery methods based on topic is acceptable. For example, if an agent/specialist talked about leadership with every 4th grade 4-H club in the month of October he/she could make one delivery entry for that.

Base Program: The drop-down menu will filter choices available based on the selection made in the *Program* field.

Knowledge Area: The drop-down menu will filter choices available based on the selection made in *Base Program* field.

Topic: The drop-down menu will filter choices available based on the selection made in the *Base Program* and *Knowledge Area* fields.

Activity Date: The user may select the date of the program. For example: the date of the entry, the last day of the month, etc. He/she can choose whatever works best for them.

Volunteer Hours: *Volunteer Hours* are only entered if the volunteer was involved in the activity in a meaningful way (i.e. teaching, facilitating, registration, etc.). If a number is entered in this

field, it will automatically calculate the dollar value of the volunteer time (Tennessee specific) that shows on the delivery home page.

Contact Methods

Contact Method

Group Meetings ⓘ

Number of Occurrences

Agent Contacts

Volunteer Contacts

On Site Visits ⓘ

Number of Occurrences

Agent Contacts

Volunteer Contacts

Personal Correspondence ⓘ

Number of Occurrences

Agent Contacts

Volunteer Contacts

Digital Contacts ⓘ

Number of Occurrences

Agent Contacts

Volunteer Contacts

Mass Outreach ⓘ

Number of Occurrences

Agent Contacts

Volunteer Contacts

Contacts are no longer separated by Direct and Indirect. Fill in the activity information based on the contact method(s). If a number of occurrences is entered for a contact method, the user **MUST** enter a number in *Agent Contacts* or *Volunteer Contacts* fields. The number entered in the contacts fields must match up with what is entered in the audience demographic fields for *Group Meetings* and *On-Site Visits*. Otherwise, the activity entry will not save.

Demographic Data

Demographic Data

☐ Audience Demographics

Click the checkbox next to *Audience Demographics* to view the Demographic Data entry section. To align with the 2020 Census Data, Race and Ethnicity are now captured separately. Participants' ethnicity, race, age group and gender must be entered. For example: Youth Female Asian, Adult Male Black, etc.

Demographic Data

(Do not use commas when entering data. Should be numbers only.)

Clear Demographics
Import Demographics

Age Group	Count	Sex	Count	Race	Count
Youth	0	Male	0	American Indian/Alaskan Native	0
Adult	0	Female	0	Asian	0
Total	0	Prefer Not to Answer	0	Black/African American	0
		Total	0	Native Hawaiian/Other Pacific Islander	0
				Hispanic or Latino	0
				Middle Eastern or North African	0
				White	0
				More than 1 race	0
				Prefer Not to Answer	0
				Total	0

Import Demographics

This feature allows the user to import audience demographics from a previously assigned Activity, Award, Interest, or Club/Group from Enrollment. Select the *Enrollment Detail* and the type of *Assignment* in the dropdown and click *Import Demographics*. which will populate the Assignments field based on their choice.

Clear Demographics
Import Demographics

Enrollment Detail

Activity

Assignments

4-H Target Smart camp

Year

2020

Import Demographics

Scope

Scope will Feed the Civil Rights Report. For county level personnel, this section will default to their county. Specialists will select Statewide or the location they delivered a program.

Scope

* Area Scope

Select Scope

Keywords

Keywords

Key Words

Select Keywords ▾

Add Key Word

Selected Keywords

Consumer Horticulture ✕

This feature is used to “tag” certain programs to credit them for reporting purposes (for example: *Consumer Horticulture* and *On My Own*). Click the *Select Keywords* dropdown and then the checkbox next to the keyword you wish to add. Click the *Add Keyword* button to add the keyword to the entry.

Save Activity

Click *Save Activity* button to save the entry. A pop up will appear asking the user if they want to continue saving or go back and edit. To continue, choose the appropriate option. If the information has been entered correctly, the entry will be saved. If the contact method numbers and audience demographic data do not match, a pop-up screen will appear with notification. A pop-up screen will also appear if no entries have been made in the *My Hours/Volunteer Hours* section.

Viewing/Editing/Duplicating Activity

Base Programming

> [Organizational Support](#) Total Volunteer Value: \$906.80

An activity can be viewed, edited or duplicated by clicking on the title next to the *greater than* sign to display a list of the activities.

< [Organizational Support](#) Total Volunteer Value: \$906.80

Show 10 ▾ entries Search:

Activity Title	Activity Date	Knowledge Area	Topic	Employee Hours	Volunteer Hours	Contacts	Keywords	
Support for 4-H Program	01/15/2020	Organizational Support	Organizational Support	100.00	40.00	18548	No keywords	  

Showing 1 to 1 of 1 entries

Previous 1 Next

Use the *duplicate*, *edit* or *delete* icon to perform the desired action.

Clicking *duplicate* icon will make a copy of the activity with the *Activity* and *Demographics* filled in. Note that *Keywords* will not be duplicated.

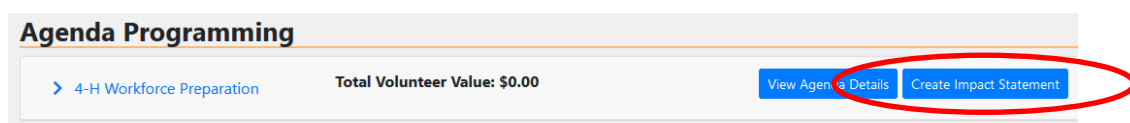
Clicking the *edit* icon will open the activity in edit mode while clicking the *delete* icon will completely delete the activity. When deleting, a warning will pop up asking if you are sure you want to delete this activity.

Impact Statements (county-based)

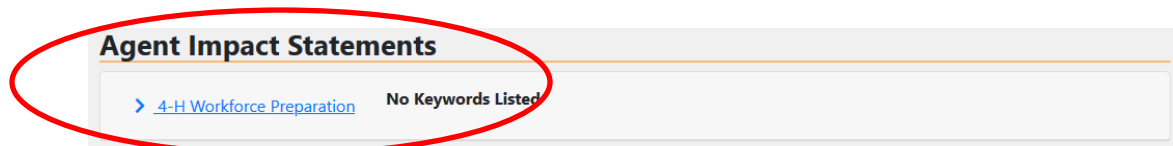
The ability to create/edit impact statements will be available for each Individual Agenda and/or Base Program Area for the current programming year. The information entered in the Impact Statements is aligned with the Specialist Impact Statements as well as Extension's Land Grant Impact Database.

Creating an Impact Statement

To create/edit an impact statement, click the blue *Create Impact Statement* button next to the type of Impact Statement to be worked on.

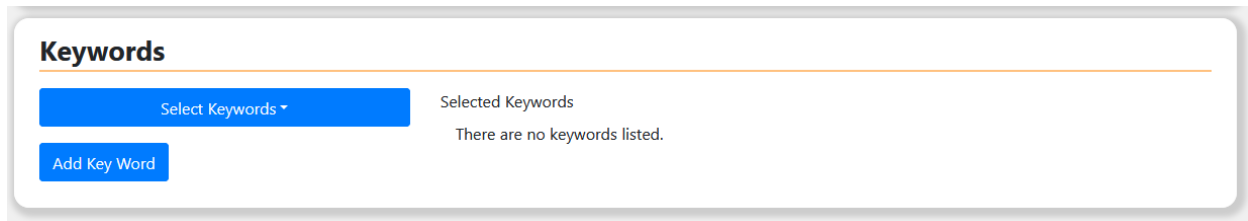


Clicking the title will add an Impact Statement title to the page.



Click on the name of the Impact Statement to open the statement in view mode. Click the *Edit Impact Statement* button to add/edit text inside the *Response*, *Results* and *Success Story* text boxes.

Adding Keywords



The screenshot shows a section titled "Keywords" with a blue button labeled "Select Keywords" and a smaller blue button labeled "Add Key Word". To the right of the "Select Keywords" button, the text "Selected Keywords" is displayed, followed by "There are no keywords listed."

This feature is used to “tag” certain programs to credit them for reporting purposes. (for example: *Consumer Horticulture* and *On My Own*). Click the *Select Keywords* dropdown and then the checkbox next to the keyword you wish to add. Click the *Add Keyword* button to add the keyword to the entry.

Saving the Impact Statement

Click the *Save* button after you have entered text for the first time, or after every edit.

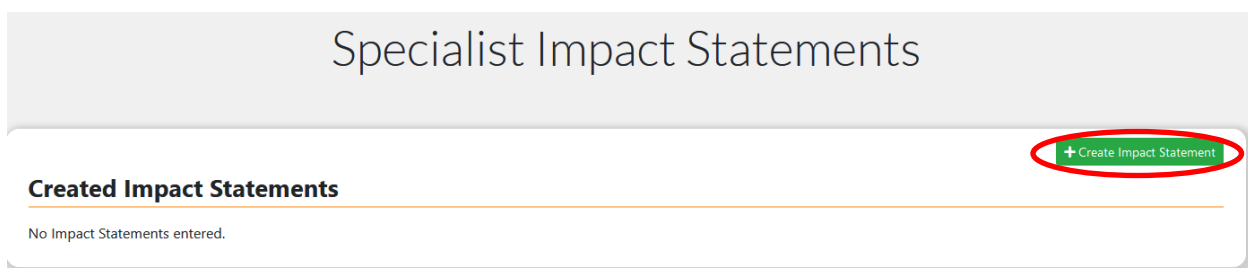


The screenshot shows a text input field with a green button labeled "Save" below it. The "Save" button is circled in red.

Specialist Impact Statements

Specialist Impact Statements are now closely aligned with the National Impact Database and will require the completion of four input boxes.

Creating the Statewide Impact Statement



The screenshot shows a section titled "Specialist Impact Statements" with a green button labeled "+ Create Impact Statement" in the top right corner. Below the title, the text "Created Impact Statements" is displayed, followed by "No Impact Statements entered."

To create the Specialist Impact Statement, navigate to Delivery > Specialists Impact Statements. Click the *Create Impact Statement*.

Create Specialist Impact Statements

* Programming Year: 2020

* Title: [Empty]

* Primary Focus Area: Select

Secondary Focus Area: Select

* Primary Funding Source: Select

Secondary Funding Source: Select

☐ Urban Impact Statement

☐ Integrated Impact Statement

Integrated With: Select

Financial Impact (Number only. No Dollar Sign): [Empty]

Image: [Browse... No file selected.]

Accepts .jpg, .jpeg and .png files only. There can be only one image per impact statement. Uploading a new image will remove the previous image. Max size for image is 500 KB. This usually translates to a max width of 1024 pixels.

Complete the fields noting that items with an asterisk are required. A photo (500kb or less) may be uploaded to accompany the Impact Statement. Browse to select the file (must be .jpg, .jpeg, or .png). The image can be a picture, infographic, charts, etc. General publicity release forms are required for photos of identifiable people. Only original photos are allowed. A link to photo and video guidelines is here: <https://communications.tennessee.edu/guidelines/photo-and-video/>

Add Additional Staff

Additional Staff

Unit/Department: Select Unit

Person: First, Select Unit/Department

Add Selected

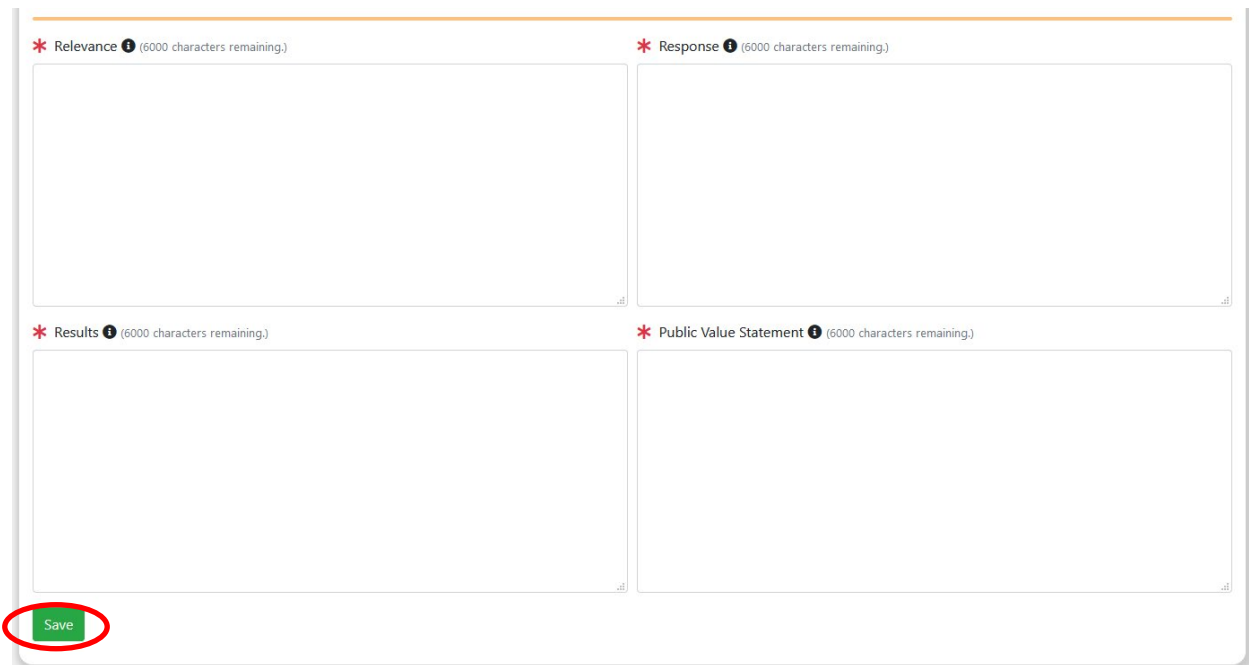
Additional employees may be tagged with the impact statement. The employee tagged will receive an e-mail letting them know they have been added to the Impact Statement. To tag additional employees, click on *Add Additional Staff* and specify their Unit/Department and name. Once the person entering the information has identified the additional staff member, click *Add Selected* button. This will add the person's name to the *Additional Staff* box.

Greenfield, Jonathan - Information Technology Services



If the wrong person has been entered or to change the person who has been tagged, the entry must first be deleted. To delete the person from *Additional Staff*, click the trash can icon.

Completing the Statewide Impact Statement



The form is titled "Completing the Statewide Impact Statement" and contains four text input areas, each with a red asterisk icon and a character count: "Relevance (6000 characters remaining)", "Response (6000 characters remaining)", "Results (6000 characters remaining)", and "Public Value Statement (6000 characters remaining)". A green "Save" button is located at the bottom left of the form, circled in red.

Enter information into each of the text boxes. See the Definitions section for definitions for each of the text boxes.

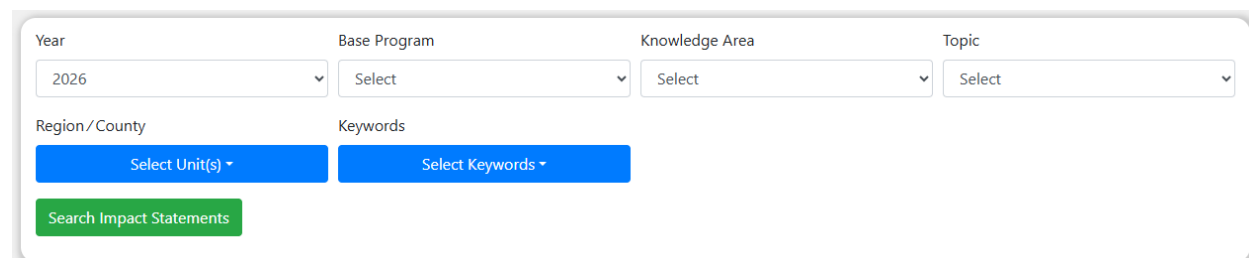
More information and examples can be found on the Land Grant Impacts website:
<https://landgrantimpacts.org/>

When finished, click the save button to return to the Specialist Impacts dashboard.

Search County Impact Statements

Once Impact Statements are submitted they are available for viewing by employees.

Search Criteria



The "Search Criteria" form includes several dropdown menus: "Year" (set to 2026), "Base Program" (set to Select), "Knowledge Area" (set to Select), "Topic" (set to Select), "Region/County" (set to Select Unit(s)), and "Keywords" (set to Select Keywords). A green "Search Impact Statements" button is located at the bottom left of the form.

To search for County Impact Statements, click Delivery > Search Agent Impact Statements. Select search criteria from the dropdowns.

Search Results

The screenshot shows a section titled "Individual Action Agenda Impact Statements". Below the title, there are two rows of results. Each row contains a blue button labeled "View Impact Statement", followed by the name of the person and their affiliation, and another blue button labeled "View Impact Statement". The first row shows "Adams, Tanner - Adams, Tanner - Campbell County - 2026" and "Albright,". The second row shows "Allen, Keith - Macon Co. Production Agriculture" and "Barger, J". The first "View Impact Statement" button in the first row is circled in red.

The results of the search will display a list of names of people who have Impact Statements matching the criteria. View the impact statement by clicking on the blue button.

Searching Specialist Impact Statements

Specialist Impact Statements are searchable in a similar manner as County Impact Statements.

The screenshot shows a search form for Specialist Impact Statements. It includes four dropdown menus: "Year" (set to 2020), "Focus Areas" (with a "Select Focus Area(s)" button), "Unit/Department" (with a "Select" button), and "Users" (with a "Select Users" button). A green button labeled "Search Impact Statements" is circled in red.

To search for Specialist Impact Statements, click Delivery > Search Specialist Impact Statements. Select search criteria from the dropdown including the 'Unit/Department'. A list of available Specialists that have Impact Statements will be visible. Select the Specialists you wish to view Impact Statements for and click the *Search Impact Statements* button. The result of the search will be displayed as below.

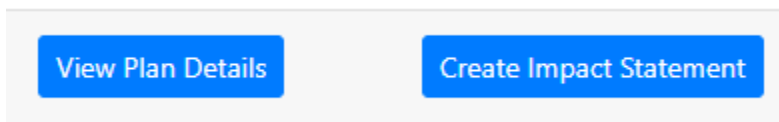
The screenshot shows a section titled "Specialist with Impact Statements". Below the title, there are four rows of results. Each row contains a blue button labeled "View Impact Statement", followed by the name of the specialist and their affiliation. The first row shows "Eryn, Bell - UT Farming Fundamentals" and "David, Bilderback - Dairy Gauge". The second row shows "David, Bilderback - Master Farm Manager" and "David, Bilderback - MANAGE".

Agent Outcomes

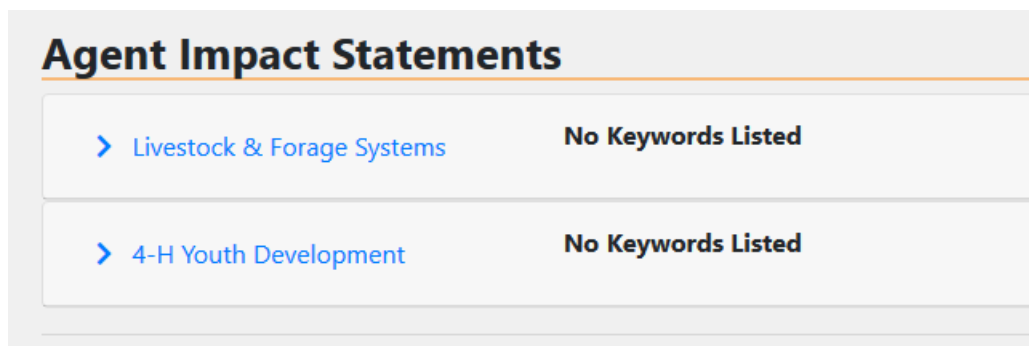
Viewing Outcomes

To view outcomes, navigate to the Delivery dashboard by clicking Delivery then Delivery Home.

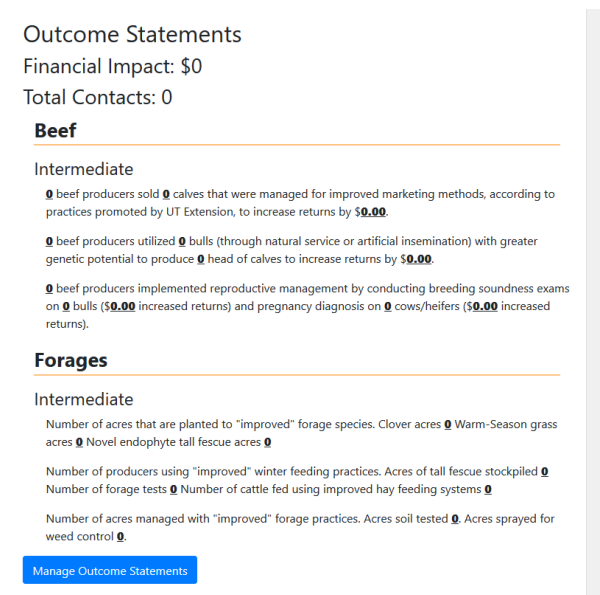
If you have not already created an Impact Statement click the blue Create Impact Statement button next to the item to do so.



Under Agent Impacts, expand the Plan Name or the Base Program for the Impact Statement.



Scroll to the bottom to the Outcome Statements section to view the outcomes added from your plan or Base Program.



Click the blue Manage Outcome Statements button to add, delete, or enter outcome data.

Adding Outcomes from Annual Plan

To add an Outcome, select the appropriate Topic and then click the blue Select Statements drop down. Select the Outcomes that need to be included and click Add to Impact Statement by clicking the checkbox next to the Outcome. Click the Select all checkbox to add all of the outcomes or check the box to select individual Outcomes. Click outside the select list to close the list and then click the green Add To Impact Statement button to add the Outcomes.

** indicates required field*

* Topic (Key Theme)

Select ▼

* Outcome Statements

Select Statements ▼

Add To Impact Statement

Adding Outcomes from Base Program

To add an Outcome, select the appropriate Base Program, Knowledge Area and Topic and then click the blue Select Statements drop down. Select the Outcomes that need to be included and click Add to Impact Statement by clicking the checkbox next to the Outcome. Click the Select all checkbox to add all of the outcomes or use the check boxes to select individual Outcomes. Click outside the select list to close the list and then click the green Add To Impact Statement button to add the Outcomes.

** indicates required field*

* Base Program * Research Knowledge Area * Topic (Key Theme)

Family and Consumer Sciences ▼ Consumer Economics ▼ Build assets ▼

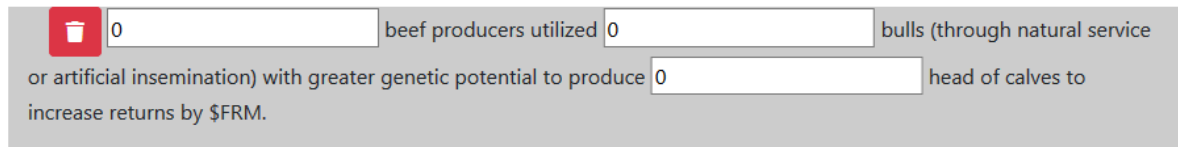
* Outcome Statements

Select Statements ▼

Add To Impact Statement

Deleting Outcomes

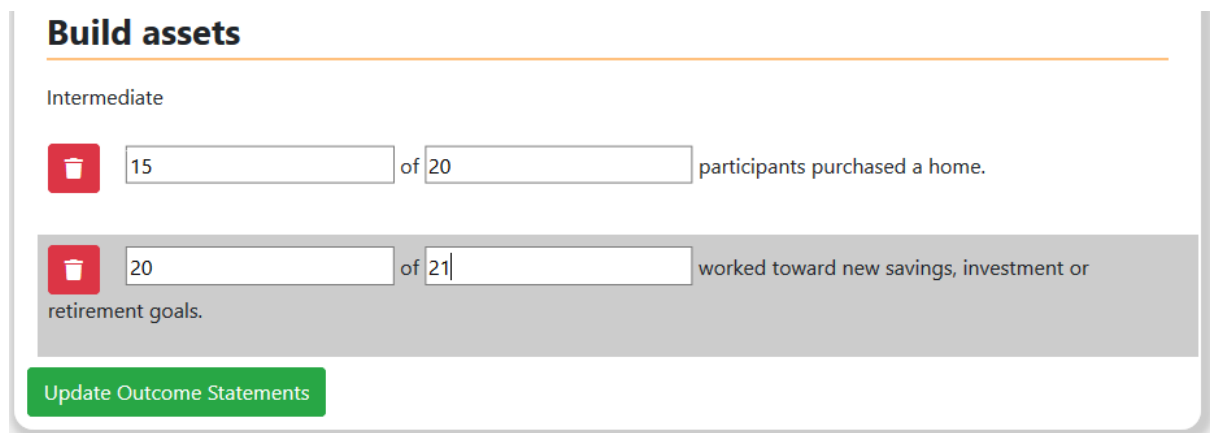
To delete an Outcome, click the garbage can icon to the left of the outcome to be deleted. Confirm the deletion by clicking the Delete Statement button on the Delete Activity pop up. The screen will refresh and the Outcome will be removed. Note: If an outcome is deleted, all the data associated with that outcome will also be deleted.



A screenshot of a form element with a light gray background. On the left is a red square icon with a white trash can. To its right is a text input field containing the number '0'. This is followed by the text 'beef producers utilized', another text input field with '0', and the text 'bulls (through natural service or artificial insemination) with greater genetic potential to produce'. This is followed by a third text input field with '0' and the text 'head of calves to increase returns by \$FRM.'.

Entering Outcome Data

To add Outcome data, enter the appropriate numbers in the boxes for each of the outcomes and click the Update Outcome Statements button. The page will refresh and you will see a message, “Outcome Statement(s) updated” at the top of the screen indicating that the changes have been saved.



A screenshot of a web form titled 'Build assets' in bold black text, underlined with an orange line. Below the title is the word 'Intermediate'. There are two outcome statements, each with a red trash can icon to its left. The first statement has input fields with '15' and '20' and the text 'participants purchased a home.' The second statement has input fields with '20' and '21' and the text 'worked toward new savings, investment or retirement goals.' At the bottom of the form is a green button with the text 'Update Outcome Statements'.

Definitions

Methods

Group Meetings: a scheduled meeting for the purpose of delivering educational content. Examples include meetings, demonstrations, training, video conferencing, conference calls. Reporting demographic data is known and required. Group meetings are reported as the number of people who attended the meeting. Use SUPER Enrollment to determine the demographic data for the people attending the meeting.

Onsite Visits: a visit to a particular location to deliver educational content or provide consulting advice on offices, farms, homes, and businesses. Demographic data is known and reported. Onsite visits are reported as the number of people who received educational content during the visit. Use SUPER Enrollment to determine the demographic data for the people who were present during the visit.

Personal Communication: educational content sent to a known individual via emails, letters, newsletters, personal social media exchange, and phone calls. Demographic data is not collected.

Digital Contacts: using online methods to deliver educational information to people via webinars, YouTube, social media, website visits, publication downloads, online learning, and other digital methods. Demographic data is not known. Report as the number of attendees, views, downloads, friends, etc. An example would be a social media campaign that was posted to a site that has 1,000 followers. The number of Digital Contacts would be 1,000.

Mass Outreach: delivering educational information to a large group of people at the same time through newspaper articles, TV and radio shows, commercials, exhibits, etc. Demographic data is not known. Report the number of people who have received the educational information, i.e. viewership, readership, number of mailings, attendees, etc. An example would be conducting a radio show with a listenership of 10,000. The number of contacts reported would be 10,000.

Field Days: educational events that showcase research results and management practices in agriculture. Examples include No-till, Garden Festivals, Youth Career Day. Report field days as the number of attendees are reported without demographic data.

Number of Occurrences

The number of times the method was used. Examples. A program was delivered over five nights would be reported would be five. Ten mailings to a group of people would be counted as ten.

Urban Impact

Urban Impact Statements should reflect program efforts designed specifically for an urban area.

Integrated Impact Statement

A program that is integrated with research or with another school or university.

Financial Impact

Values entered in this section are numerical measures or estimates of change in economic values such as increased revenue, increased savings, and one-time capital purchases for participants of Extension programs. This is a numerical character box. You should utilize the 'Public Value Statement' section to justify calculations. These economic values should not include awarded grants totals or fee-based program revenues.

Demographics – Region of Origin

American Indian or Alaska Native. Individuals with origins in any of the original peoples of North, Central, and South America, including, for example, Navajo Nation, Blackfeet Tribe of the Blackfeet Indian Reservation of Montana, Native Village of Barrow Inupiat Traditional Government, Nome Eskimo Community, Aztec, and Maya.

Asian. Individuals with origins in any of the original peoples of Central or East Asia, Southeast Asia, or South Asia, including, for example, Chinese, Asian Indian, Filipino, Vietnamese, Korean, and Japanese.

Black or African American. Individuals with origins in any of the Black racial groups of Africa, including, for example, African American, Jamaican, Haitian, Nigerian, Ethiopian, and Somali.

Hispanic or Latino. Includes individuals of Mexican, Puerto Rican, Salvadoran, Cuban, Dominican, Guatemalan, and other Central or South American or Spanish culture or origin.

Middle Eastern or North African. Individuals with origins in any of the original peoples of the Middle East or North Africa, including, for example, Lebanese, Iranian, Egyptian, Syrian, Iraqi, and Israeli.

Native Hawaiian or Pacific Islander. Individuals with origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands, including, for example, Native Hawaiian, Samoan, Chamorro, Tongan, Fijian, and Marshallese.

White. Individuals with origins in any of the original peoples of Europe, including, for example, English, German, Irish, Italian, Polish, and Scottish.

Impact Statement Section Definitions

Relevance (Specialists): What is the issue? Who cares and why? A well-written justification frequently points to the public value of an educational program. In this section, the significance of the activity is explained

Response: What has been done? Explain what has been done to address the issue(s) in your area. Summarize the program, project, or response to the issue. For example, “We did X to obtain Y.”

Results: Describe the changes that occurred because of the activities. The narrative evidence that their education efforts made a difference. Do not duplicate data already captured in selected outcomes (Agents). How did your program make a difference? How was evidence collected to document the impacts (surveys, observation, etc.)? What was the scope of the impact (campus, regional, statewide, etc.)?

Success Story (Agents): Testimonial or personal success story. Short and concise. Audience participation. Volunteer hours and value. Sponsorship and donations. In-kind donations.

Public Value Statement (Specialists): Two to three sentences reiterating the importance or value of the program.