As part of our annual evaluation and accountability process, UF/IFAS Extension regularly conducts a Customer Satisfaction Survey, allowing the people in each county we serve to judge our performance and give their opinions about the quality of the information they received, its usefulness to them, and the impact it’s had on their lives.

92% Were satisfied with our service

90% Benefited from their UF/IFAS Extension experience

- 38% saved money or increased income
- 26% improved their health or well-being
- 35% developed skills as a leader or volunteer
- 27% conserved more water or energy

80% Had an opportunity to use information

84% Said it solved their problem or answered their question

73% Shared the information with someone else

94% Considered it Accurate & Up-to-date

94% Found it Easy to Understand

93% Said it was Timely

92% Found it Relevant

ABOUT THE RESPONDENTS (n = 1626)

- **Years Using Extension**
  - 6% < 1 year
  - 49% 1-5 years
  - 45% 5+ years

- **Age of Respondents**
  - 12% Under 40
  - 32% 40-59
  - 44% 60-74
  - 12% 75+

- **Location**
  - 30% Rural
  - 70% Urban

Average number of times UF/IFAS Extension contacted in 2015: 6

For more information about the UF/IFAS Extension Customer Satisfaction Survey, visit [http://pdec.ifas.ufl.edu/satisfaction](http://pdec.ifas.ufl.edu/satisfaction).

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