

STATE OF FLORIDA | CUSTOMER SATISFACTION | 2016



As part of our annual evaluation and accountability process, UF/IFAS Extension regularly conducts a Customer Satisfaction Survey, allowing the people we serve in each county 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.

OF PARTICIPANTS SURVEYED IN 2016...



Benefited from their UF/IFAS Extension experience



41% saved money or increased income



22% improved their health or wellbeing



28% developed skills as a leader or volunteer



30% conserved more water or energy



Were satisfied with our service



80%

Had an opportunity to use information



77%

Said it solved their problem or answered their question



59%

Shared the information with someone else



96%

Considered it accurate & up-to-date



95%

Found it easy to understand



94%

Said it was timely



91%

Found it relevant

ABOUT THE RESPONDENTS (n = 1373)

Years Using Extension



Age of Respondents



Location



Average number of times they contacted us in 2016:

4

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