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 2017...

73% Benefited from their UF/IFAS Extension experience
27% saved money or increased income
18% improved their health or well-being
18% developed skills as a leader or volunteer
21% conserved more water or energy

94% Are satisfied with our service
74% Had an opportunity to use information
75% Said it solved their problem or answered their question
63% Shared the information with someone else

ABOUT THE RESPONDENTS (n = 35)

Years Using Extension
- 6% < 1 year
- 48% 1-5 years
- 46% 5+ years

Age of Respondents
- 48% 16% Under 40
- 39% 40-59
- 35% 60-74
- 10% 75+

Location
- 82% Rural
- 18% Urban

Average number of times they contacted us in 2017: 7

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