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

94% Considered it accurate & up-to-date

88% Found it easy to understand

97% Said it was timely

85% Found it relevant

ABOUT THE RESPONDENTS (n = 35)

Years Using Extension

6% < 1 year
46% 1-5 years
48% 5+ years

Age of Respondents

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.