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.

93% Benefited from their UF/IFAS Extension experience

47% saved money or increased income

23% improved their health or well-being

20% developed skills as a leader or volunteer

27% conserved more water or energy

97% Were satisfied with our service

81% Had an opportunity to use information

80% Said it solved their problem or answered their question

69% Shared the information with someone else

98% Considered it Accurate & Up-to-date

94% Found it Easy to Understand

91% Said it was Timely

88% Found it Relevant

OF PARTICIPANTS SURVEYED IN 2016...

ABOUT THE RESPONDENTS (n = 32)

Years Using Extension

- 3% < 1 year
- 32% 1-5 years
- 65% 5+ years

Age of Respondents

- 6% Under 40
- 29% 40-59
- 65% 60-74
- 0% 75+

Location

- 25% Rural
- 75% Urban

Average number of times UF/IFAS Extension contacted in 2016: 3

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