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...

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% Are 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

97% Considered it accurate & up-to-date
94% Found it easy to understand
91% Said it was timely
88% Found it relevant

ABOUT THE RESPONDENTS (n = 32)

Years Using Extension
- 3% < 1 year
- 65% 1-5 years
- 32% 5+ years

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

Location
- 25% Rural
- 75% Urban

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