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 2015...

89% Benefited from their UF/IFAS Extension experience

35% saved money or increased income
30% improved their health or well-being
49% developed skills as a leader or volunteer
37% conserved more water or energy

90% Were satisfied with our service

85% Had an opportunity to use information
86% Said it solved their problem or answered their question
75% Shared the information with someone else

93% Considered it Accurate & Up-to-date
93% Found it Easy to Understand
93% Said it was Timely
91% Found it Relevant

ABOUT THE RESPONDENTS (n = 268)

Years Using Extension

- 15% < 1 year
- 55% 1-5 years
- 30% 5+ years

Age of Respondents

- 10% Under 40
- 34% 40-59
- 47% 60-74
- 9% 75+

Location

- 4% Rural
- 96% Urban

Average number of times UF/IFAS Extension contacted in 2015: 5

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