



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...



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



Were satisfied with our service



85% Had an opportunity to use information



93% Considered it Accurate & Up-to-date



86% Said it solved their problem or answered their question



93% Found it Easy to Understand



93% Said it was Timely



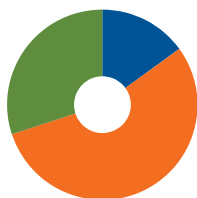
75% Shared the information with someone else



91% Found it Relevant

ABOUT THE RESPONDENTS (n = 268)

Years Using Extension



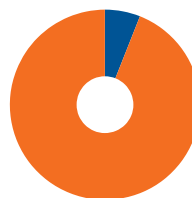
15% < 1 year
55% 1-5 years
30% 5+ years

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>.