

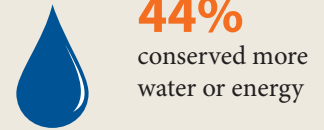


As part of our annual evaluation and accountability process, UF/IFAS Extension regularly conducts a Customer Satisfaction Survey, allowing the people we serve in each county to judge our performance and give their opinions about the quality of the information they received, its usefulness to them, and the impact it's had on their lives.

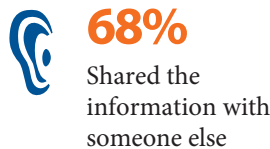
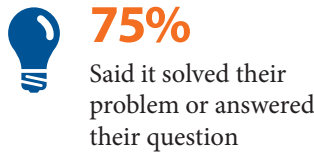
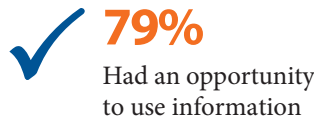
OF PARTICIPANTS SURVEYED IN 2016...



**Benefited from their UF/IFAS Extension experience**



**Were satisfied with our service**



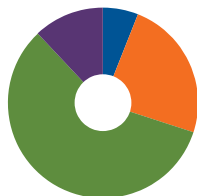
ABOUT THE RESPONDENTS (n = 87)

Years Using Extension



11% < 1 year  
43% 1-5 years  
46% 5+ years

Age of Respondents



6% Under 40  
24% 40-59  
58% 60-74  
12% 75+

Location



40% Rural  
60% Urban

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

8

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