As part of our annual evaluation and accountability process, UF/IFAS Extension regularly conducts a Customer Satisfaction Survey, allowing the people in each county we serve 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...

90% Benefited from their UF/IFAS Extension experience

26% saved money or increased income
28% improved their health or well-being
39% developed skills as a leader or volunteer
24% conserved more water or energy

93% Were satisfied with our service

86% Had an opportunity to use information
78% Said it solved their problem or answered their question
78% Shared the information with someone else

95% Considered it Accurate & Up-to-date
95% Found it Easy to Understand
94% Said it was Timely
94% Found it Relevant

ABOUT THE RESPONDENTS (n = 247)

Years Using Extension

- 8% < 1 year
- 58% 1-5 years
- 34% 5+ years

Age of Respondents

- 18% Under 40
- 27% 40-59
- 44% 60-74
- 11% 75+

Location

- 14% Rural
- 86% 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.