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.

92% Were satisfied with our service

92% Benefited from their UF/IFAS Extension experience

55% saved money or increased income
24% improved their health or well-being
35% developed skills as a leader or volunteer
35% conserved more water or energy

80% Had an opportunity to use information
85% Said it solved their problem or answered their question
70% Shared the information with someone else
92% Considered it Accurate & Up-to-date
93% Found it Easy to Understand
92% Said it was Timely
89% Found it Relevant

OF PARTICIPANTS SURVEYED IN 2015...

ABOUT THE RESPONDENTS (n = 77)

Years Using Extension: 16% < 1 year, 38% 1-5 years, 46% 5+ years
Age of Respondents: 4% Under 40, 34% 40-59, 50% 60-74, 12% 75+
Location: 72% Rural, 28% 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.