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 2017...

86% Benefited from their UF/IFAS Extension experience

40% saved money or increased income

22% improved their health or well-being

24% developed skills as a leader or volunteer

30% conserved more water or energy

96% Are satisfied with our service

78% Had an opportunity to use information

99% Considered it accurate & up-to-date

77% Said it solved their problem or answered their question

97% Found it easy to understand

61% Shared the information with someone else

95% Said it was timely

91% Found it relevant

9% Rural

91% Urban

ABOUT THE RESPONDENTS (n = 262)

Years Using Extension

13% < 1 year
38% 1-5 years
49% 5+ years

Age of Respondents

14% Under 40
31% 40-59
38% 60-74
17% 75+

Average number of times they contacted us in 2017: 3

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