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.

75% Benefited from their UF/IFAS Extension experience

$25% saved money or increased income
0% improved their health or well-being
25% developed skills as a leader or volunteer
25% conserved more water or energy

100% Were satisfied with our service

80% Had an opportunity to use information
67% Said it solved their problem or answered their question
60% Shared the information with someone else

100% Considered it Accurate & Up-to-date
100% Found it Easy to Understand
100% Said it was Timely
80% Found it Relevant

OF PARTICIPANTS SURVEYED IN 2015...

ABOUT THE RESPONDENTS (n = 5)

Years Using Extension

0% < 1 year
50% 1-5 years
50% 5+ years

Age of Respondents

0% Under 40
25% 40-59
50% 60-74
25% 75+

Location

25% Rural
75% Urban

Average number of times UF/IFAS Extension contacted in 2015: 3

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