



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 2015...



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

**\$ 42%**  
saved money or increased income

**♥ 25%**  
improved their health or well-being

**📈 17%**  
developed skills as a leader or volunteer

**💧 17%**  
conserved more water or energy



**Were satisfied with our service**

**✓ 50%**  
Had an opportunity to use information

**🎯 86%**  
Considered it Accurate & Up-to-date

**💡 86%**  
Said it solved their problem or answered their question

**🍲 86%**  
Found it Easy to Understand

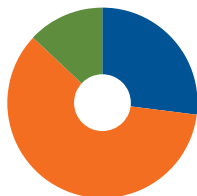
**👂 57%**  
Shared the information with someone else

**🕒 86%**  
Said it was Timely

**💰 86%**  
Found it Relevant

ABOUT THE RESPONDENTS (n = 14)

Years Using Extension



27% < 1 year  
60% 1-5 years  
13% 5+ years

Age of Respondents



31% Under 40  
23% 40-59  
38% 60-74  
8% 75+

Location



58% Rural  
42% Urban

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

**6**

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