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...

75% Benefited from their UF/IFAS Extension experience

$42% saved money or increased income

25% improved their health or well-being

30% developed skills as a leader or volunteer

17% conserved more water or energy

86% Were satisfied with our service

50% Had an opportunity to use information

86% Said it solved their problem or answered their question

57% Shared the information with someone else

86% Considered it Accurate & Up-to-date

86% Found it Easy to Understand

86% Said it was Timely

86% Found it Relevant

ABOUT THE RESPONDENTS (n = 15)

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

54% Rural
46% Urban

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