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...

82% Benefited from their UF/IFAS Extension experience

$26% saved money or increased income

14% improved their health or well-being

30% developed skills as a leader or volunteer

17% conserved more water or energy

69% Were satisfied with our service

77% Had an opportunity to use information

74% Said it solved their problem or answered their question

62% Shared the information with someone else

79% Considered it Accurate & Up-to-date

85% Found it Easy to Understand

71% Said it was Timely

88% Found it Relevant

ABOUT THE RESPONDENTS (n = 67)

Years Using Extension

4% < 1 year
51% 1-5 years
45% 5+ years

Age of Respondents

17% Under 40
39% 40-59
32% 60-74
12% 75+

Location

29% Rural
71% Urban

Average number of times UF/IFAS Extension contacted in 2015: 7

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