



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 2016...



Benefited from their UF/IFAS Extension experience



26% saved money or increased income



22% improved their health or well-being



40% developed skills as a leader or volunteer



29% conserved more water or energy



Were satisfied with our service



76% Had an opportunity to use information



96% Considered it Accurate & Up-to-date



70% Said it solved their problem or answered their question



94% Found it Easy to Understand



61% Shared the information with someone else

94% Said it was Timely



87% Found it Relevant

ABOUT THE RESPONDENTS (n = 171)

Years Using Extension



9% < 1 year
38% 1-5 years
53% 5+ years

Age of Respondents



12% Under 40
37% 40-59
39% 60-74
12% 75+

Location



30% Rural
70% Urban

Average number of times UF/IFAS Extension contacted in 2016:

4

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