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 2018...

86% Benefited from their UF/IFAS Extension experience

$20% saved money or increased income

19% improved their health or well-being

42% developed skills as a leader or volunteer

30% conserved more water or energy

92% Are satisfied with our service

88% Had an opportunity to use information

77% Said it solved their problem or answered their question

76% Shared the information with someone else

97% Considered it accurate & up-to-date

95% Found it easy to understand

95% Said it was timely

92% Found it relevant

ABOUT THE RESPONDENTS (n = 128)

Years Using Extension

- 10% < 1 year
- 42% 1-5 years
- 48% 5+ years

Age of Respondents

- 8% Under 40
- 31% 40-59
- 52% 60-74
- 9% 75+

Location

- 26% Rural
- 74% Urban

Average number of times they contacted us in 2018: 6

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