



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...



Benefited from their UF/IFAS Extension experience



33% saved money or increased income



25% improved their health or well-being



38% developed skills as a leader or volunteer



31% conserved more water or energy



Were satisfied with our service



76% Had an opportunity to use information



96% Considered it Accurate & Up-to-date



86% Said it solved their problem or answered their question



97% Found it Easy to Understand



95% Said it was Timely



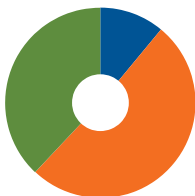
66% Shared the information with someone else



90% Found it Relevant

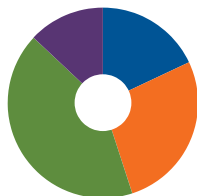
ABOUT THE RESPONDENTS (n = 102)

Years Using Extension



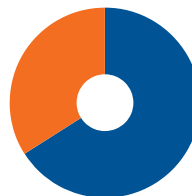
11% < 1 year
51% 1-5 years
38% 5+ years

Age of Respondents



18% Under 40
27% 40-59
42% 60-74
13% 75+

Location



66% Rural
34% 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>.