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 2015...

93% Benefited from their UF/IFAS Extension experience

45% saved money or increased income

34% improved their health or well-being

40% developed skills as a leader or volunteer

29% conserved more water or energy

94% Were satisfied with our service

81% Had an opportunity to use information

96% Considered it Accurate & Up-to-date

87% Said it solved their problem or answered their question

95% Found it Easy to Understand

82% Shared the information with someone else

94% Said it was Timely

94% Found it Relevant

ABOUT THE RESPONDENTS (n = 115)

Years Using Extension

- 11% < 1 year
- 57% 1-5 years
- 32% 5+ years

Age of Respondents

- 17% Under 40
- 29% 40-59
- 42% 60-74
- 12% 75+

Location

- 35% Rural
- 65% Urban

Average number of times UF/IFAS Extension contacted in 2015: 5

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

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