



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...



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



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



94% Said it was Timely



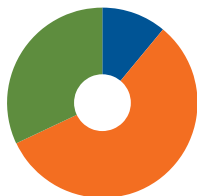
82% Shared the information with someone else



94% Found it Relevant

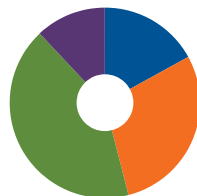
ABOUT THE RESPONDENTS (n = 115)

Years Using Extension



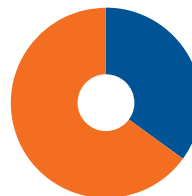
11% < 1 year
57% 1-5 years
32% 5+ years

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>.