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...

93% Benefited from their UF/IFAS Extension experience

$ 45% saved money or increased income

Heart 34% improved their health or well-being

Stairs 40% developed skills as a leader or volunteer

Water 29% conserved more water or energy

94% Were satisfied with our service

Checkmark 81% Had an opportunity to use information

Lightbulb 87% Said it solved their problem or answered their question

Ear 82% Shared the information with someone else

96% Considered it Accurate & Up-to-date

Pie Chart 95% Found it Easy to Understand

Clock 94% Said it was Timely

Dollar Sign 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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