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.

89% Benefited from their UF/IFAS Extension experience

45% saved money or increased income

28% improved their health or well-being

22% developed skills as a leader or volunteer

43% conserved more water or energy

95% Were satisfied with our service

76% Had an opportunity to use information

77% Said it solved their problem or answered their question

74% Shared the information with someone else

95% Considered it Accurate & Up-to-date

95% Found it Easy to Understand

92% Said it was Timely

87% Found it Relevant

Of Participants Surveyed in 2016...

Average number of times UF/IFAS Extension contacted in 2016: 4

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