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 2017...

91% Benefited from their UF/IFAS Extension experience
23% saved money or increased income
34% improved their health or well-being
16% developed skills as a leader or volunteer
21% conserved more water or energy

95% Are satisfied with our service
66% Had an opportunity to use information
77% Said it solved their problem or answered their question
72% Shared the information with someone else
98% Considered it accurate & up-to-date
98% Found it easy to understand
93% Said it was timely
89% Found it relevant

ABOUT THE RESPONDENTS (n = 93)

Years Using Extension
- 9% < 1 year
- 18% 1-5 years
- 73% 5+ years

Age of Respondents
- 15% Under 40
- 33% 40-59
- 42% 60-74
- 10% 75+

Location
- 7% Rural
- 93% Urban

Average number of times they contacted us in 2017: 3

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