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
- 73% 1-5 years
- 18% 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.

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