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.

85% Benefited from their UF/IFAS Extension experience

100% Satisfied with our service

54% saved money or increased income
15% improved their health or well-being
15% developed skills as a leader or volunteer
15% some other benefit

OF PARTICIPANTS SURVEYED IN 2016...

86% Had an opportunity to use information
83% Said it solved their problem or answered their question
67% Shared the information with someone else
100% Considered it Accurate & Up-to-date
93% Found it Easy to Understand
100% Said it was Timely
87% Found it Relevant

ABOUT THE RESPONDENTS (n = 15)

Years Using Extension
- 7% < 1 year
- 66% 1-5 years
- 27% 5+ years

Age of Respondents
- 8% Under 40
- 25% 40-59
- 59% 60-74
- 8% 75+

Location
- 93% Rural
- 7% Urban

Average number of times UF/IFAS Extension contacted in 2016: 2

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