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...

89% Benefited from their UF/IFAS Extension experience

$39% saved money or increased income

24% improved their health or well-being

29% developed skills as a leader or volunteer

18% conserved more water or energy

91% Were satisfied with our service

85% Had an opportunity to use information

84% Said it solved their problem or answered their question

72% Shared the information with someone else

Of Participants Surveyed in 2015...

ABOUT THE RESPONDENTS (n = 150)

Years Using Extension

- 10% < 1 year
- 56% 1-5 years
- 34% 5+ years

Age of Respondents

- 9% Under 40
- 36% 40-59
- 44% 60-74
- 11% 75+

Location

- 62% Rural
- 38% 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.