



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.

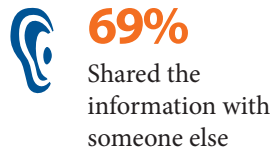
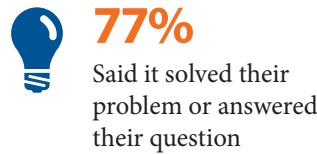
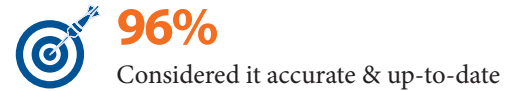
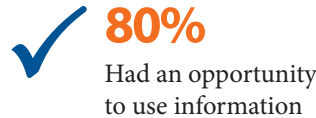
OF PARTICIPANTS SURVEYED IN 2016...



Benefited from their UF/IFAS Extension experience

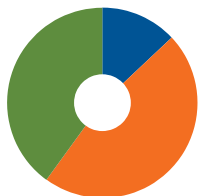


Are satisfied with our service



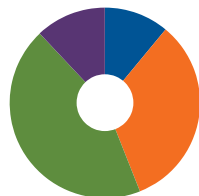
ABOUT THE RESPONDENTS (n = 1392)

Years Using Extension



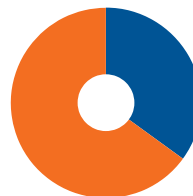
13% < 1 year
47% 1-5 years
40% 5+ years

Age of Respondents



11% Under 40
33% 40-59
44% 60-74
12% 75+

Location



35% Rural
65% Urban

Average number of times they contacted us in 2016:

4

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