

STATE OF FLORIDA | CLIENT EXPERIENCE | 2021



As part of our annual evaluation and accountability process, UF/IFAS Extension regularly conducts a Client Experience 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 2021...



Benefited from their UF/IFAS Extension experience



37% saved money or increased income



27% improved their health or wellbeing



31% developed skills as a leader or volunteer



26% conserved more water or energy



Are satisfied with our service



76%

Had an opportunity to use information



76%

Said it solved their problem or answered their question



54%

Shared the information with someone else



96%

Considered it accurate & up-to-date



96%

Found it easy to understand



94%

Said it was timely



92%

Found it relevant

ABOUT THE RESPONDENTS (n = 1,776)

Years Using Extension



35% 1 year or less 23% 2-4 years 42% 5+ years

Location



28% Rural 72% Urban

Age of Respondents



19% Under 45 37% 45-64 31% 65-74 13% 75+ Frequent Clients (15 or more contacts in 2021):

119/0

For more information about the UF/IFAS Extension Client Experience Survey, visit http://pdec.ifas.uf .edu/satisfaction.