

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.





BENEFITED
FROM THEIR
UF/IFAS
EXTENSION
EXPERIENCE



41% saved money or increased income



29% improved their health or well-being



25% developed skills as a leader or volunteer



31% conserved more water or energy



WERE
SATISFIED
WITH OUR
SERVICE



97% Considered it Accurate & Up-to-date



96% Found it Easy to Understand



94%Said it was Timely



92% Found it Relevant



76%
Had an opportunity to use information



Said it solved their problem or answered their question



56% Shared the information with someone else

ABOUT THE RESPONDENTS (N = 911)

YEARS USING EXTENSION

39% 1 YEAR OR LESS 26% 2-4 YEARS

35% 5+ YEARS

LOCATION

26% RURAL 74% URBAN

AGE OF RESPONDENTS

22% UNDER 45

22% UNDER 45 37% 45-64 27% 65-74 14% 75+ FREQUENT CLIENTS
(15 or more contacts in 2022):

60/0

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