

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.



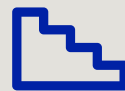
**BENEFITED FROM THEIR UF/IFAS EXTENSION EXPERIENCE**



**32%** saved money or increased income



**30%** improved their health or well-being



**44%** developed skills as a leader or volunteer



**24%** conserved more water or energy



**WERE SATISFIED WITH OUR SERVICE**



**95%** Considered it Up-to-date



**94%** Found it Easy to Understand



**93%** Said it was Timely



**92%** Found it Relevant



**81%** Had an opportunity to use information



**85%** Said it solved their problem or answered their question



**68%** Shared the information with someone else

**ABOUT THE RESPONDENTS (n= 572)**

**YEARS USING EXTENSION**



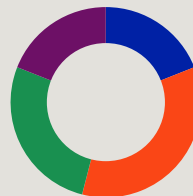
**28% 1 YEAR OR LESS**  
**29% 2-4 YEARS**  
**43% 5+ YEARS**

**LOCATION**



**26% RURAL**  
**74% URBAN**

**AGE OF RESPONDENTS**



**19% UNDER 45**  
**35% 45-64**  
**27% 65-74**  
**19% 75+**

**FREQUENT CLIENTS**  
(15 or more contacts in 2023):

**14%**

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