

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.



100%

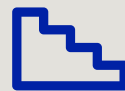
BENEFITED FROM THEIR UF/IFAS EXTENSION EXPERIENCE



59% saved money or increased income



41% improved their health or well-being



35% developed skills as a leader or volunteer



12% conserved more water or energy

94%

WERE SATISFIED WITH OUR SERVICE



94% Considered it Accurate & Up-to-date



88% Had an opportunity to use information



94% Found it Easy to Understand



86% Said it solved their problem or answered their question



88% Said it was Timely



82% Shared the information with someone else



94% Found it Relevant

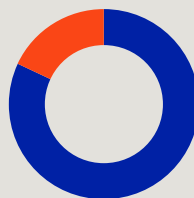
ABOUT THE RESPONDENTS (N = 18)

YEARS USING EXTENSION



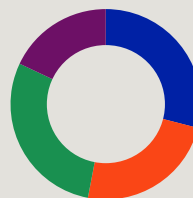
24% 1 YEAR OR LESS
35% 2-4 YEARS
41% 5+ YEARS

LOCATION



82% RURAL
18% URBAN

AGE OF RESPONDENTS



29% UNDER 45
24% 45-64
29% 65-74
18% 75+

FREQUENT CLIENTS
(15 or more contacts in 2022):

6%

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