

# **CLAY COUNTY | CUSTOMER SATISFACTION | 2018**



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 2018...**



**Benefited from** their UF/IFAS **Extension** experience



37% saved money or increased income



20% improved their health or wellbeing



developed skills as a leader or volunteer



conserved more water or energy



Are satisfied with our service



Had an opportunity to use information



**75**%

Said it solved their problem or answered their question



Shared the information with someone else



Considered it accurate & up-to-date



Found it easy to understand



**96**%

Said it was timely



94%

Found it relevant

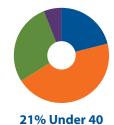
#### ABOUT THE RESPONDENTS (n = 103)

### **Years Using Extension**



57% 1-5 years 31% 5+ years

# **Age of Respondents**



45% 40-59 28% 60-74 6% 75+

# Location



60% Urban

**Average** number of times they contacted us in 2018:

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