

# **COLLIER COUNTY | 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



**22%** saved money or increased income



**21%** improved their health or wellbeing



40% developed skills as a leader or volunteer



18% conserved more water or energy



Are satisfied with our service



**71%** 

Had an opportunity to use information



71%

Said it solved their problem or answered their question



**72%** 

Shared the information with someone else



**92**%

Considered it accurate & up-to-date



94%

Found it easy to understand



**88**%

Said it was timely

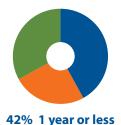


**85**%

Found it relevant

#### ABOUT THE RESPONDENTS (n = 119)

## **Years Using Extension**



25% 2-4 years 33% 5+ years

### Location



# **Age of Respondents**



17% Under 45 31% 45-64 35% 65-74 17% 75+



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