

DIXIE 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



100% saved money or increased income



40% improved their health or wellbeing



60% developed skills as a leader or volunteer



40% conserved more water or energy



Are satisfied with our service



100%

Had an opportunity to use information



80%

Said it solved their problem or answered their question



40%

Shared the information with someone else



100%

Considered it accurate & up-to-date



100%

Found it easy to understand



100%

Said it was timely



100%

Found it relevant

ABOUT THE RESPONDENTS (n = 5)

Years Using Extension



0% < 1 year 20% 1-5 years 80% 5+ years **Age of Respondents**



0% Under 40 40% 40-59 60% 60-74

0% 75+

Location



100% Rural 0% Urban Average number of times they contacted us in 2018:

4

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