

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.



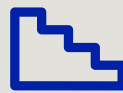
BENEFITED FROM THEIR UF/IFAS EXTENSION EXPERIENCE



33% saved money or increased income



30% improved their health or well-being



26% developed skills as a leader or volunteer



26% conserved more water or energy



WERE SATISFIED WITH OUR SERVICE



100% Considered it Accurate & Up-to-date



69% Had an opportunity to use information



97% Found it Easy to Understand



77% Said it solved their problem or answered their question



97% Said it was Timely



67% Shared the information with someone else



91% Found it Relevant

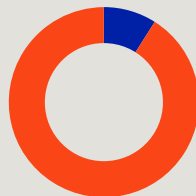
ABOUT THE RESPONDENTS (N = 134)

YEARS USING EXTENSION



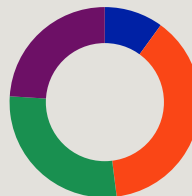
43% 1 YEAR OR LESS
20% 2-4 YEARS
37% 5+ YEARS

LOCATION



9% RURAL
91% URBAN

AGE OF RESPONDENTS



10% UNDER 45
38% 45-64
28% 65-74
24% 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>.