

FRANKLIN 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



21% saved money or increased income



7% improved their health or wellbeing



developed skills as a leader or volunteer



conserved more water or energy



Are satisfied with our service



100%

Had an opportunity to use information



93%

Said it solved their problem or answered their question



Shared the information with someone else



Considered it accurate & up-to-date



100%

Found it easy to understand



93%

Said it was timely

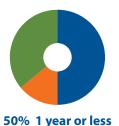


100%

Found it relevant

ABOUT THE RESPONDENTS (n = 14)

Years Using Extension



14% 2-4 years 36% 5+ years

Location



36% Urban

Age of Respondents



22% Under 45 43% 45-64 21% 65-74

14% 75+



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