



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 2019...



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



**57%** saved money or increased income



**40%** improved their health or well-being



**46%** developed skills as a leader or volunteer



**34%** conserved more water or energy



**Are satisfied with our service**



**89%** Had an opportunity to use information



**100%** Considered it accurate & up-to-date



**91%** Said it solved their problem or answered their question



**94%** Found it easy to understand



**94%** Said it was timely



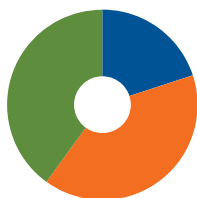
**97%** Shared the information with someone else



**100%** Found it relevant

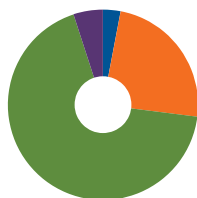
ABOUT THE RESPONDENTS (n = 36)

Years Using Extension



20% 1 year or less  
40% 2-4 years  
40% 5+ years

Age of Respondents



3% Under 40  
24% 40-59  
68% 60-74  
5% 75+

Location



57% Rural  
43% Urban



**Frequent Clients**  
(15 or more contacts in 2019)::

**31%**

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