

## **HAMILTON COUNTY | CUSTOMER SATISFACTION | 2019**





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



81% saved money or increased income



25% improved their health or wellbeing



developed skills as a leader or volunteer



conserved more water or energy



Are satisfied with our service



85%

Had an opportunity to use information



**80**%

Said it solved their problem or answered their question



Shared the information with someone else



Considered it accurate & up-to-date



Found it easy to understand



**98**%

Said it was timely



97%

Found it relevant

#### ABOUT THE RESPONDENTS (n = 61)

#### **Years Using Extension**



16% 1 year or less 12% 2-4 years

72% 5+ years

### **Age of Respondents**



35% 40-59 37% 60-74

15% 75+

#### Location



9% Urban

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

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