



## HARDEE 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



17% saved money or increased income



17% improved their health or wellbeing



developed skills as a leader or volunteer



conserved more water or energy



Are satisfied with our service



83%

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



**83**%

Said it was timely



83%

Found it relevant

## ABOUT THE RESPONDENTS (n = 6)

**Years Using Extension** 



17% 1 year or less 0% 2-4 years 83% 5+ years

Location



0% Urban

**Age of Respondents** 



33% Under 45 50% 45-64 17% 65-74

0% 75+



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