

# **HENDRY COUNTY | CUSTOMER SATISFACTION | 2018**



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 2018...**



Benefited from their UF/IFAS Extension experience



**52%** saved money or increased income



11% improved their health or wellbeing



43% developed skills as a leader or volunteer



16% conserved more water or energy



Are satisfied with our service



**77%** 

Had an opportunity to use information



**68%** 

Said it solved their problem or answered their question



**71%** 

Shared the information with someone else



**92**%

Considered it accurate & up-to-date



94%

Found it easy to understand



**97**%

Said it was timely



94%

Found it relevant

#### ABOUT THE RESPONDENTS (n = 65)

## **Years Using Extension**



8% < 1 year 30% 1-5 years 62% 5+ years

## **Age of Respondents**



41% 40-59 31% 60-74 12% 75+

### Location



41% Rural 59% Urban Average number of times they contacted us in 2018:

10

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