

HERNANDO 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



40% saved money or increased income



15% improved their health or wellbeing



developed skills as a leader or volunteer



conserved more water or energy



Are satisfied with our service



75%

Had an opportunity to use information



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



89%

Said it was timely

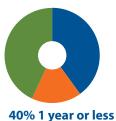


98%

Found it relevant

ABOUT THE RESPONDENTS (n = 47)

Years Using Extension



17% 2-4 vears 43% 5+ years

Age of Respondents



11% Under 40 32% 40-59 32% 60-74

25% 75+

Location



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.