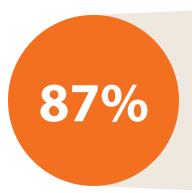


HILLSBOROUGH COUNTY | CLIENT EXPERIENCE | 2021



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



37% saved money or increased income



27% improved their health or wellbeing



27% developed skills as a leader or volunteer



21% conserved more water or energy



Are satisfied with our service



73%

Had an opportunity to use information



78%

Said it solved their problem or answered their question



57%

Shared the information with someone else



97%

Considered it accurate & up-to-date



93%

Found it easy to understand



94%

Said it was timely



95%

Found it relevant

ABOUT THE RESPONDENTS (n = 202)

Years Using Extension



41% 1 year or less 25% 2-4 years 34% 5+ years

Location



Age of Respondents



21% Under 45 49% 45-64 20% 65-74

10% 75+

Frequent Clients (15 or more contacts in 2021):

5%

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