

HOLMES COUNTY | CUSTOMER SATISFACTION | 2017



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 2017...



Benefited from their UF/IFAS Extension experience



71% saved money or increased income



18% improved their health or wellbeing



25% developed skills as a leader or volunteer



17% conserved more water or energy



Are satisfied with our service



75%

Had an opportunity to use information



77%

Said it solved their problem or answered their question



67%

Shared the information with someone else



97%

Considered it accurate & up-to-date



91%

Found it easy to understand



93%

Said it was timely



89%

Found it relevant

ABOUT THE RESPONDENTS (n = 90)

Years Using Extension

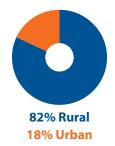


57% 5+ years

Age of Respondents



Location



Average number of times they contacted us in 2017:

5

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