

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.



BENEFITED FROM THEIR UF/IFAS EXTENSION EXPERIENCE



61% saved money or increased income



25% improved their health or well-being



11% developed skills as a leader or volunteer



21% conserved more water or energy



WERE SATISFIED WITH OUR SERVICE



93% Considered it Accurate & Up-to-date



79% Had an opportunity to use information



100% Found it Easy to Understand



77% Said it solved their problem or answered their question



100% Said it was Timely



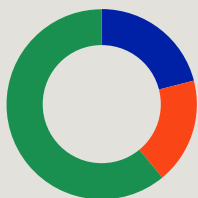
57% Shared the information with someone else



96% Found it Relevant

ABOUT THE RESPONDENTS (N = 28)

YEARS USING EXTENSION



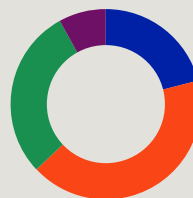
21% 1 YEAR OR LESS
18% 2-4 YEARS
61% 5+ YEARS

LOCATION



68% RURAL
32% URBAN

AGE OF RESPONDENTS



21% UNDER 45
42% 45-64
29% 65-74
8% 75+

FREQUENT CLIENTS
(15 or more contacts in 2022):

4%

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