

# LAKE 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



38% saved money or increased income



**32%** improved their health or wellbeing



29% developed skills as a leader or volunteer



32% conserved more water or energy



Are satisfied with our service



**81%** 

Had an opportunity to use information



**73**%

Said it solved their problem or answered their question



**65%** 

Shared the information with someone else



**98**%

Considered it accurate & up-to-date



**96**%

Found it easy to understand



**96**%

Said it was timely



92%

Found it relevant

#### ABOUT THE RESPONDENTS (n = 140)

#### **Years Using Extension**



42% 5+ years

## **Age of Respondents**



### Location



Average number of times they contacted us in 2018:

6

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