

LEE 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



43% saved money or increased income



29% improved their health or wellbeing



developed skills as a leader or volunteer



conserved more water or energy



Are satisfied with our service



86%

Had an opportunity to use information



56%

Said it solved their problem or answered their question



information with someone else



Considered it accurate & up-to-date



Found it easy to understand



100%

Said it was timely

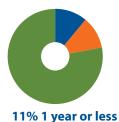


93%

Found it relevant

ABOUT THE RESPONDENTS (n = 30)

Years Using Extension



11% 2-4 years 78% 5+ years

Age of Respondents



54% 40-59 20% 60-74

3% 75+

Location



59% Urban



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