

LIBERTY 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



57% saved money or increased income



50% improved their health or wellbeing



29% developed skills as a leader or volunteer



4% conserved more water or energy



Are satisfied with our service



87%

Had an opportunity to use information



82%

Said it solved their problem or answered their question



73%

Shared the information with someone else



100%

Considered it accurate & up-to-date



97%

Found it easy to understand



100%

Said it was timely



93%

Found it relevant

ABOUT THE RESPONDENTS (n = 31)

Years Using Extension



0% < 1 year 66% 1-5 years 34% 5+ years

Age of Respondents



40% 40-59 33% 60-74 17% 75+

Location



80% Rural 20% Urban Average number of times they contacted us in 2018:

7

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