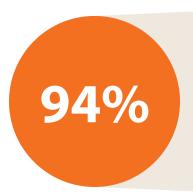


MANATEE COUNTY | CLIENT EXPERIENCE | 2021



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.

OF PARTICIPANTS SURVEYED IN 2021...



Benefited from their UF/IFAS Extension experience



39% saved money or increased income



26% improved their health or wellbeing



33% developed skills as a leader or volunteer



33% conserved more water or energy



Are satisfied with our service



71%

Had an opportunity to use information



75%

Said it solved their problem or answered their question



65%

Shared the information with someone else



98%

Considered it accurate & up-to-date



95%

Found it easy to understand



97%

Said it was timely

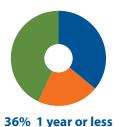


92%

Found it relevant

ABOUT THE RESPONDENTS (n = 239)

Years Using Extension



21% 2-4 years 43% 5+ years

Location



Age of Respondents



18% Under 45 33% 45-64 33% 65-74 16% 75+ Frequent Clients (15 or more contacts in 2021):

7%

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