

MARTIN 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



23% saved money or increased income



26% improved their health or wellbeing



48% developed skills as a leader or volunteer



41% conserved more water or energy



Are satisfied with our service



/3%

Had an opportunity to use information



63%

Said it solved their problem or answered their question



72%

Shared the information with someone else



95%

Considered it accurate & up-to-date



96%

Found it easy to understand



94%

Said it was timely



84%

Found it relevant

ABOUT THE RESPONDENTS (n = 97)

Years Using Extension



Age of Respondents



16% 75+

Location



Frequent Clients (15 or more contacts in 2019): 36%

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