

OKEECHOBEE 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



37% saved money or increased income



10% improved their health or wellbeing



47% developed skills as a leader or volunteer



8% conserved more water or energy



Are satisfied with our service



81%

Had an opportunity to use information



81%

Said it solved their problem or answered their question



70%

Shared the information with someone else



96%

Considered it accurate & up-to-date



100%

Found it easy to understand



93%

Said it was timely



96%

Found it relevant

ABOUT THE RESPONDENTS (n = 53)

Years Using Extension



16% 1 year or less 23% 2-4 years 61% 5+ years

Location



66% Rural 34% Urban

Age of Respondents



39% Under 45 39% 45-64 22% 65-74

0% 75+

Frequent Clients (15 or more contacts in 2021):

10%

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