

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.



BENEFITED FROM THEIR UF/IFAS EXTENSION EXPERIENCE



43% saved money or increased income



35% improved their health or well-being



27% developed skills as a leader or volunteer



43% conserved more water or energy



WERE SATISFIED WITH OUR SERVICE



93% Considered it Accurate & Up-to-date



62% Had an opportunity to use information



92% Found it Easy to Understand



79% Said it solved their problem or answered their question



87% Said it was Timely



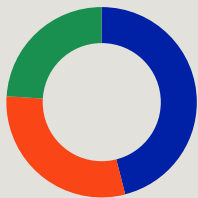
68% Shared the information with someone else



84% Found it Relevant

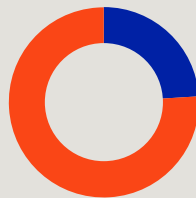
ABOUT THE RESPONDENTS (N = 38)

YEARS USING EXTENSION



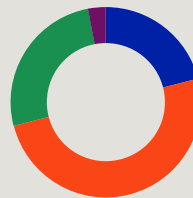
46% 1 YEAR OR LESS
30% 2-4 YEARS
24% 5+ YEARS

LOCATION



24% RURAL
76% URBAN

AGE OF RESPONDENTS



21% UNDER 45
50% 45-64
26% 65-74
3% 75+

FREQUENT CLIENTS
(15 or more contacts in 2022):

8%

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