

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



37% saved money or increased income



32% improved their health or well-being



20% developed skills as a leader or volunteer



30% conserved more water or energy



WERE SATISFIED WITH OUR SERVICE



93% Considered it Accurate & Up-to-date



74% Had an opportunity to use information



96% Found it Easy to Understand



72% Said it solved their problem or answered their question



93% Said it was Timely



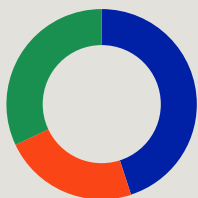
60% Shared the information with someone else



89% Found it Relevant

ABOUT THE RESPONDENTS (N = 93)

YEARS USING EXTENSION



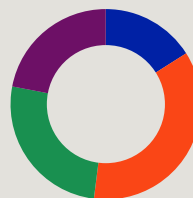
45% 1 YEAR OR LESS
23% 2-4 YEARS
32% 5+ YEARS

LOCATION



33% RURAL
67% URBAN

AGE OF RESPONDENTS



16% UNDER 45
36% 45-64
26% 65-74
22% 75+

FREQUENT CLIENTS
(15 or more contacts in 2022):

3%

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