

PINELLAS 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



24% saved money or increased income



30% improved their health or wellbeing



37% developed skills as a leader or volunteer



31% conserved more water or energy



Are satisfied with our service



81%

Had an opportunity to use information



82%

Said it solved their problem or answered their question



59%

Shared the information with someone else



95%

Considered it accurate & up-to-date



97%

Found it easy to understand



96%

Said it was timely



94%

Found it relevant

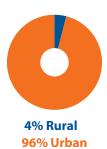
ABOUT THE RESPONDENTS (n = 116)

Years Using Extension



29% 1 year or less 26% 2-4 years 45% 5+ years

Location



Age of Respondents



14% Under 45 32% 45-64 38% 65-74 16% 75+ Frequent Clients (15 or more contacts in 2021):

140/0

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