



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**

**\$ 33%**  
saved money or increased income

**♥ 27%**  
improved their health or well-being

**📈 29%**  
developed skills as a leader or volunteer

**💧 19%**  
conserved more water or energy



**Are satisfied with our service**

**✓ 84%**  
Had an opportunity to use information

**🎯 98%**  
Considered it accurate & up-to-date

**💡 62%**  
Said it solved their problem or answered their question

**🍲 98%**  
Found it easy to understand

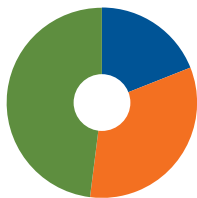
**🕒 98%**  
Said it was timely

**👂 69%**  
Shared the information with someone else

**💰 94%**  
Found it relevant

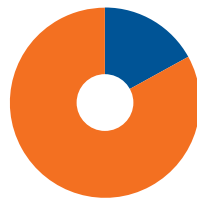
ABOUT THE RESPONDENTS (n = 52)

Years Using Extension



19% 1 year or less  
33% 2-4 years  
48% 5+ years

Location



17% Rural  
83% Urban

Age of Respondents



12% Under 45  
40% 45-64  
31% 65-74  
17% 75+



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