

# SARASOTA 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



34% saved money or increased income



39% improved their health or wellbeing



31% developed skills as a leader or volunteer



41% conserved more water or energy



Are satisfied with our service



81%

Had an opportunity to use information



**75**%

Said it solved their problem or answered their question



**54%** 

Shared the information with someone else



100%

Considered it accurate & up-to-date



**97**%

Found it easy to understand



94%

Said it was timely



91%

Found it relevant

#### ABOUT THE RESPONDENTS (n = 142)

### **Years Using Extension**



40% 1 year or less 27% 2-4 years 33% 5+ years

## Location



# Age of Respondents



19% Under 45 31% 45-64 37% 65-74 13% 75+ Frequent Clients (15 or more contacts in 2021):

13%

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