



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



**44%** saved money or increased income



**36%** improved their health or well-being



27% developed skills as a leader or volunteer



**54%** conserved more water or energy



WERE
SATISFIED
WITH OUR
SERVICE



99% Considered it Accurate & Up-to-date



98% Found it Easy to Understand



96% Said it was Timely



93% Found it Relevant



Had an opportunity to use information



Said it solved their problem or answered their question



**67%**Shared the information with someone else

## **ABOUT THE RESPONDENTS (N = 238)**

33% 1 YEAR OR LESS
36% 2-4 YEARS
31% 5+ YEARS

## **LOCATION**

8% RURAL 92% URBAN

## **AGE OF RESPONDENTS**

20% UNDER 45

41% 45-64 32% 65-74 7% 75+ FREQUENT CLIENTS
(15 or more contacts in 2022):

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