

# SUWANNEE COUNTY | CUSTOMER SATISFACTION | 2019



As part of our annual evaluation and accountability process, UF/IFAS Extension regularly conducts a Customer Satisfaction Survey, allowing the people we serve in each county 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 2019...**



Benefited from their UF/IFAS Extension experience



**41%** saved money or increased income



**71%** improved their health or wellbeing



24% developed skills as a leader or volunteer



6% conserved more water or energy



Are satisfied with our service



83%

Had an opportunity to use information



**81**%

Said it solved their problem or answered their question



**89%** 

Shared the information with someone else



100%

Considered it accurate & up-to-date



100%

Found it easy to understand



**95%** 

Said it was timely



100%

Found it relevant

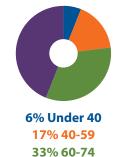
### ABOUT THE RESPONDENTS (n = 18)

## **Years Using Extension**



28% 1 year orless 22% 2-4 years 50% 5+ years

# **Age of Respondents**



44% 75+

## Location



Frequent Clients
(15 or more contacts in 2019):

6%

For more information about the UF/IFAS Extension Customer Satisfaction Survey, visit http://pdec.ifas.ufl.edu/satisfaction.