



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



46% saved money or increased income



0% improved their health or well-being



9% developed skills as a leader or volunteer



9% conserved more water or energy



Are satisfied with our service



75% Had an opportunity to use information



100% Considered it accurate & up-to-date



89% Said it solved their problem or answered their question



100% Found it easy to understand



100% Said it was timely



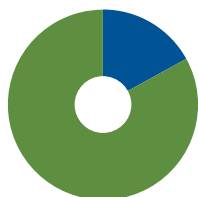
33% Shared the information with someone else



100% Found it relevant

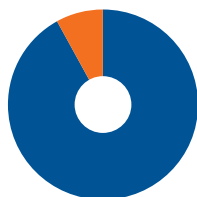
ABOUT THE RESPONDENTS (n = 12)

Years Using Extension



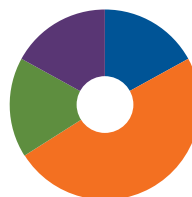
17% 1 year or less
0% 2-4 years
83% 5+ years

Location



92% Rural
8% Urban

Age of Respondents



17% Under 45
49% 45-64
17% 65-74
17% 75+



Frequent Clients
(15 or more contacts in 2021):

9%

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