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...

89% Benefited from their UF/IFAS Extension experience

$28% saved money or increased income

28% improved their health or well-being

23% developed skills as a leader or volunteer

22% conserved more water or energy

89% Are satisfied with our service

77% Had an opportunity to use information

72% Said it solved their problem or answered their question

63% Shared the information with someone else

95% Considered it accurate & up-to-date

95% Found it easy to understand

89% Said it was timely

83% Found it relevant

ABOUT THE RESPONDENTS (n = 149)

Years Using Extension

31% 1 year or less
26% 2-4 years
43% 5+ years

Age of Respondents

14% Under 40
35% 40-59
40% 60-74
11% 75+

Location

49% Rural
51% Urban

Frequent Clients (15 or more contacts in 2019):

25%

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