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.

94% Are satisfied with our service

73% Benefited from their UF/IFAS Extension experience

- 27% saved money or increased income
- 18% developed skills as a leader or volunteer
- 18% improved their health or well-being
- 21% conserved more water or energy

OF PARTICIPANTS SURVEYED IN 2017...

About the Respondents (n = 35)

- **Years Using Extension**
  - 6% < 1 year
  - 48% 1-5 years
  - 46% 5+ years

- **Age of Respondents**
  - 16% Under 40
  - 39% 40-59
  - 35% 60-74
  - 10% 75+

- **Location**
  - 82% Rural
  - 18% Urban

Average number of times they contacted us in 2017: 7

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