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 2016...

98% Benefited from their UF/IFAS Extension experience

$39% saved money or increased income
18% improved their health or well-being
48% developed skills as a leader or volunteer
44% conserved more water or energy

98% Are satisfied with our service

79% Had an opportunity to use information
75% Said it solved their problem or answered their question
68% Shared the information with someone else

98% Considered it accurate & up-to-date
95% Found it easy to understand
94% Said it was timely
92% Found it relevant

ABOUT THE RESPONDENTS (n = 87)

- **Years Using Extension**
  - 11% < 1 year
  - 46% 1-5 years
  - 43% 5+ years

- **Age of Respondents**
  - 6% Under 40
  - 24% 40-59
  - 58% 60-74
  - 12% 75+

- **Location**
  - 40% Rural
  - 60% Urban

Average number of times they contacted us in 2016: 8

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

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