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 2017...

86% Benefited from their UF/IFAS Extension experience

40% saved money or increased income
22% improved their health or well-being
24% developed skills as a leader or volunteer
30% conserved more water or energy

96% Are satisfied with our service

78% Had an opportunity to use information
77% Said it solved their problem or answered their question
61% Shared the information with someone else

99% Considered it accurate & up-to-date
97% Found it easy to understand
95% Said it was timely
91% Found it relevant

About the respondents (n = 262)

Years Using Extension

- 13% < 1 year
- 49% 1-5 years
- 38% 5+ years

Age of Respondents

- 14% Under 40
- 31% 40-59
- 38% 60-74
- 17% 75+

Location

- 9% Rural
- 91% Urban

Average number of times they contacted us in 2017: 3

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

The Science of Better Living