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...

90% Benefited from their UF/IFAS Extension experience

43% saved money or increased income
36% improved their health or well-being
25% developed skills as a leader or volunteer
20% conserved more water or energy

95% Are satisfied with our service

80% Had an opportunity to use information
76% Said it solved their problem or answered their question
63% Shared the information with someone else

94% Considered it accurate & up-to-date
95% Found it easy to understand
93% Said it was timely
91% Found it relevant

ABOUT THE RESPONDENTS (n = 210)

Years Using Extension

- 24% 1 year or less
- 26% 2-4 years
- 50% 5+ years

Age of Respondents

- 9% Under 40
- 26% 40-59
- 44% 60-74
- 21% 75+

Location

- 27% Rural
- 73% Urban

Frequent Clients (15 or more contacts in 2019): 36%

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