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...

97% Benefited from their UF/IFAS Extension experience

29% saved money or increased income

21% improved their health or well-being

27% developed skills as a leader or volunteer

27% conserved more water or energy

94% Are satisfied with our service

74% Had an opportunity to use information

82% Said it solved their problem or answered their question

69% Shared the information with someone else

91% Considered it accurate & up-to-date

97% Found it easy to understand

94% Said it was timely

94% Found it relevant

ABOUT THE RESPONDENTS (n = 35)

Years Using Extension

- 33% 1 year or less
- 30% 2-4 years
- 37% 5+ years

Age of Respondents

- 9% Under 40
- 29% 40-59
- 41% 60-74
- 21% 75+

Location

- 15% Rural
- 85% Urban

Frequent Clients (15 or more contacts in 2019): 24%

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

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