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...

92% Benefited from their UF/IFAS Extension experience

81% saved money or increased income

25% improved their health or well-being

24% developed skills as a leader or volunteer

34% conserved more water or energy

100% Are satisfied with our service

85% Had an opportunity to use information

80% Said it solved their problem or answered their question

68% Shared the information with someone else

100% Considered it accurate & up-to-date

98% Found it easy to understand

98% Said it was timely

97% Found it relevant

ABOUT THE RESPONDENTS (n = 61)

Years Using Extension

16% 1 year or less
12% 2-4 years
72% 5+ years

Age of Respondents

13% Under 40
35% 40-59
37% 60-74
15% 75+

Location

91% Rural
9% Urban

Frequent Clients (15 or more contacts in 2019):
17%

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