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...

90% Benefited from their UF/IFAS Extension experience

23% saved money or increased income

21% improved their health or well-being

46% developed skills as a leader or volunteer

13% conserved more water or energy

94% Are satisfied with our service

84% Had an opportunity to use information

67% Said it solved their problem or answered their question

65% Shared the information with someone else

96% Considered it accurate & up-to-date

98% Found it easy to understand

100% Said it was timely

94% Found it relevant

ABOUT THE RESPONDENTS (n = 51)

Years Using Extension

- 11% < 1 year
- 37% 1-5 years
- 52% 5+ years

Age of Respondents

- 22% Under 40
- 42% 40-59
- 28% 60-74
- 8% 75+

Location

- 75% Rural
- 25% Urban

Average number of times they contacted us in 2016: 5

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