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 2020...

- **89%** Benefited from their UF/IFAS Extension experience
- **30%** saved money or increased income
- **26%** developed skills as a leader or volunteer
- **21%** improved their health or well-being
- **17%** conserved more water or energy

- **90%** Are satisfied with our service
- 62% Had an opportunity to use information
- 75% Said it solved their problem or answered their question
- 61% Shared the information with someone else
- 94% Considered it accurate & up-to-date
- 92% Found it easy to understand
- 90% Said it was timely
- 88% Found it relevant

About the respondents (n = 51)

- **Years Using Extension**
  - 48% 1 year or less
  - 17% 2-4 years
  - 35% 5+ years

- **Age of Respondents**
  - 16% Under 45
  - 56% 45-59
  - 21% 65-74
  - 7% 75+

- **Location**
  - 19% Rural
  - 81% Urban

Frequent Clients (15 or more contacts in 2020): **2%**

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