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...

96% Benefited from their UF/IFAS Extension experience

$66% saved money or increased income

$13% improved their health or well-being

18% developed skills as a leader or volunteer

$16% conserved more water or energy

93% Are satisfied with our service

78% Had an opportunity to use information

97% Considered it accurate & up-to-date

71% Said it solved their problem or answered their question

93% Found it easy to understand

61% Shared the information with someone else

93% Said it was timely

90% Found it relevant

9% Considered it inaccurate or out-of-date

ABOUT THE RESPONDENTS (n = 118)

Average number of times they contacted us in 2016:

- Years Using Extension:
  - 7% < 1 year
  - 28% 1-5 years
  - 65% 5+ years

- Age of Respondents:
  - 6% Under 40
  - 39% 40-59
  - 40% 60-74
  - 15% 75+

- Location:
  - 91% Rural
  - 9% Urban

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