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.

91% Benefited from their UF/IFAS Extension experience

32% saved money or increased income
34% improved their health or well-being
43% developed skills as a leader or volunteer
11% conserved more water or energy

100% Are satisfied with our service

65% Had an opportunity to use information
69% Said it solved their problem or answered their question
65% Shared the information with someone else

96% Considered it accurate & up-to-date
96% Found it easy to understand
96% Said it was timely
85% Found it relevant

About the respondents (n = 54)

Years Using Extension:
- 13% < 1 year
- 56% 1-5 years
- 31% 5+ years

Age of Respondents:
- 19% Under 40
- 24% 40-59
- 38% 60-74
- 19% 75+

Location:
- 69% Rural
- 31% Urban

Average number of times they contacted us in 2017: 4

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