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...

100% Benefited from their UF/IFAS Extension experience

$43% saved money or increased income

29% improved their health or well-being

75% developed skills as a leader or volunteer

32% conserved more water or energy

100% Are satisfied with our service

86% Had an opportunity to use information

56% Said it solved their problem or answered their question

72% Shared the information with someone else

93% Considered it accurate & up-to-date

90% Found it easy to understand

100% Said it was timely

93% Found it relevant

ABOUT THE RESPONDENTS (n = 30)

Years Using Extension

- 11% 1 year or less
- 11% 2-4 years
- 78% 5+ years

Age of Respondents

- 23% Under 40
- 54% 40-59
- 20% 60-74
- 3% 75+

Location

- 41% Rural
- 59% Urban

Frequent Clients (15 or more contacts in 2019):

39%

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