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...

97% Benefited from their UF/IFAS Extension experience

31% saved money or increased income
51% improved their health or well-being
33% developed skills as a leader or volunteer
25% conserved more water or energy

99% Are satisfied with our service

73% Had an opportunity to use information
74% Said it solved their problem or answered their question
65% Shared the information with someone else
99% Considered it accurate & up-to-date
99% Found it easy to understand
100% Said it was timely
95% Found it relevant

ABOUT THE RESPONDENTS (n = 124)

Years Using Extension

- 20% 1 year or less
- 27% 2-4 years
- 53% 5+ years

Age of Respondents

- 17% Under 45
- 33% 45-59
- 34% 65-74
- 16% 75+

Location

- 18% Rural
- 82% Urban

Frequent Clients

(15 or more contacts in 2020):
12%

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