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...

89% Benefited from their UF/IFAS Extension experience

23% saved money or increased income
26% improved their health or well-being
48% developed skills as a leader or volunteer
41% conserved more water or energy

93% Are satisfied with our service

73% Had an opportunity to use information
63% Said it solved their problem or answered their question
72% Shared the information with someone else

95% Considered it accurate & up-to-date
96% Found it easy to understand
94% Said it was timely
84% Found it relevant

ABOUT THE RESPONDENTS (n = 97)

Years Using Extension

Age of Respondents

Location

Frequent Clients (15 or more contacts in 2019): 36%

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

THE SCIENCE OF BETTER LIVING