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

MARTIN COUNTY | CUSTOMER SATISFACTION | 2019

ABOUT THE RESPONDENTS (n = 97)

Years Using Extension

27% 1 year or less
29% 2-4 years
44% 5+ years

Age of Respondents

11% Under 40
20% 40-59
53% 60-74
16% 75+

Location

12% Rural
88% Urban

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.