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.

90% of participants surveyed in 2017 benefited from their UF/IFAS Extension experience.

- 36% saved money or increased income
- 19% improved their health or well-being
- 21% developed skills as a leader or volunteer
- 45% conserved more water or energy

95% of respondents are satisfied with our service.

- 75% had an opportunity to use information
- 77% said it solved their problem or answered their question
- 63% shared the information with someone else

97% considered it accurate & up-to-date

98% found it easy to understand

95% said it was timely

93% found it relevant

About the respondents (n = 124)

- 7% < 1 year
- 66% 1-5 years
- 27% 5+ years

- 5% Under 40
- 29% 40-59
- 55% 60-74
- 11% 75+

- 33% Rural
- 67% Urban

Average number of times they contacted us in 2017: 3

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