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 2015...

88% Benefited from their UF/IFAS Extension experience

$33% saved money or increased income

25% improved their health or well-being

38% developed skills as a leader or volunteer

31% conserved more water or energy

94% Were satisfied with our service

76% Had an opportunity to use information

86% Said it solved their problem or answered their question

66% Shared the information with someone else

96% Considered it Accurate & Up-to-date

97% Found it Easy to Understand

95% Said it was Timely

90% Found it Relevant

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