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...

94% Benefited from their UF/IFAS Extension experience

41% saved money or increased income
71% improved their health or well-being
24% developed skills as a leader or volunteer
6% conserved more water or energy

100% Are satisfied with our service

83% Had an opportunity to use information
81% Said it solved their problem or answered their question
89% Shared the information with someone else
100% Considered it accurate & up-to-date
95% Said it was timely
100% Found it relevant
100% Found it easy to understand

ABOUT THE RESPONDENTS (n = 18)

Years Using Extension
- 28% 1 year or less
- 22% 2-4 years
- 50% 5+ years

Age of Respondents
- 6% Under 40
- 17% 40-59
- 33% 60-74
- 44% 75+

Location
- 67% Rural
- 33% Urban

Frequent Clients (15 or more contacts in 2019):
- 6%

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