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.

87% Benefited from their UF/IFAS Extension experience

27% saved money or increased income
27% improved their health or well-being
38% developed skills as a leader or volunteer
22% conserved more water or energy

95% Are satisfied with our service

84% Had an opportunity to use information
69% Said it solved their problem or answered their question
69% Shared the information with someone else
95% Considered it accurate & up-to-date
90% Found it easy to understand
92% Said it was timely
90% Found it relevant

FOR PARTICIPANTS SURVEYED IN 2019

84% Had an opportunity to use information
69% Said it solved their problem or answered their question
69% Shared the information with someone else
95% Considered it accurate & up-to-date
90% Found it easy to understand
92% Said it was timely
90% Found it relevant

ABOUT THE RESPONDENTS (n = 39)

Years Using Extension

45% 1 year or less
8% 2-4 years
47% 5+ years

Age of Respondents

21% Under 40
21% 40-59
40% 60-74
18% 75+

Location

47% Rural
53% Urban

Frequent Clients
(15 or more contacts in 2019):
23%

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