

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 2018...



Benefited from their UF/IFAS Extension experience



42% saved money or increased income



33% improved their health or wellbeing



41% developed skills as a leader or volunteer



41% conserved more water or energy



Are satisfied with our service



79%

Had an opportunity to use information



78%

Said it solved their problem or answered their question



70%

Shared the information with someone else



98%

Considered it accurate & up-to-date



99%

Found it easy to understand



97%

Said it was timely



92%

Found it relevant

ABOUT THE RESPONDENTS (n = 92)

Years Using Extension



34% 5+ years

Age of Respondents



7% Under 40 24% 40-59 60% 60-74 9% 75+

Location



number of times they contacted us in 2018:

Average

8

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