2010 Annual Report
EXTENSION EXPENDITURES AND ACCOMPLISHMENTS

Extension Funding Sources\(^1\)
Florida Cooperative Extension receives the majority of its funding through state and local governments. In 2010-2011, 87% of the $73.4 million budget was received from state and local governments.

\[\begin{align*}
\text{Federal} & : 9,801,116 \\
\text{State} & : 31,820,044 \\
\text{County} & : 31,738,978
\end{align*}\]

\(^1\)Does not include grants and contracts.
Fiscal Year: 2010-2011
Source: UF/IFAS Extension Administration Office

County Faculty by Program Area
County faculty develop and deliver programs to Florida citizens based on input from local advisory committees, county commissioners and volunteers in collaboration with state faculty.

\[\begin{align*}
\text{Family & Consumer Science} & : 22\% \\
\text{4-H Youth Development} & : 21\% \\
\text{Aquatic, Coastal & Aquaculture} & : 6\%
\end{align*}\]

\(^2\)Includes all urban horticulture

State Faculty by Program Area
State Extension faculty work with UF/IFAS researchers and county faculty to deliver new information and technology to assist Florida residents in solving problems.

- Agriculture & Horticulture: 56%
- Education, Communication & Economics: 8%
- Family & Consumer Science: 7%
- Urban Landscapes: 8%
- 4-H: 2%
- Forestry, Fisheries & Aquatics: 7%
- Natural Resources & Environment: 12%

Extension Accomplishments
To meet the needs of its citizens, the Florida Cooperative Extension Service uses a wide range of methods to deliver educational information. In 2010, state and county faculty responded to more than 5 million citizen requests on an individual basis and through group educational events. In addition to these personal contacts, faculty also distributed research-based materials and used the Internet and other mass media to reach clientele.

January 2010 - December 2010
Source: UF/IFAS Workload Database

Web Visits: 9,533,409
Educational Materials Produced: 41,137
E-mail Consultations: 852,179
Group Learning Participants: 3,486,643
Field or Site Visits: 107,074
Phone Conversations: 451,014
Office Consultations: 169,284
SolutionsForYourLife.com
Extending Resources with Volunteers

A key component to achieving the UF/IFAS mission is the contribution of volunteers. Last year, more than 37,241 volunteers donated the equivalent of 179,800 workdays. Using our successful volunteer program, UF/IFAS Extension is able to provide services to communities that ordinarily could not afford them.

### Extending Resources with Volunteers

#### VOLUNTEER HOURS

- **4-H**: 685,967
- **Master Gardener**: 460,365
- **Other Volunteers**: 292,259

#### NUMBER OF VOLUNTEERS

- **4-H**: 17,589
- **Master Gardener**: 4,024
- **Other Volunteers**: 15,628

### Clientele Outcomes

To help measure the impact of our efforts, Extension routinely surveys our clientele. In 2010, participants in group learning events were surveyed about their learning experience. As indicated, 86% of all participants responded that they increased their knowledge due to the educational information. More than two-thirds of those surveyed applied information they learned to their agricultural production practices, personal lives or business.

January 2010 – December 2010

Source: UF/IFAS Workload Database

### Client Use of Extension Information

#### SOLVED THE PROBLEM

- Yes: 85%
- No: 5%
- Don’t Know: 10%

#### USED THE INFORMATION

- Yes: 79%
- No: 17%
- Don’t Know: 4%

### Customer Satisfaction

As part of our annual evaluation and accountability process, Florida Cooperative Extension conducts a scientifically based “Customer Satisfaction Survey,” allowing the people we serve to judge our performance. In 2010, 15 Florida counties asked their clientele if the information we provided was up-to-date and accurate, delivered in time to meet their needs, relevant to their situation, and easy to understand. In addition, clientele were asked if they used the information and if it solved their problems or met their needs. For those who did not use the information, it was found that other factors prevented them from using it.

January 2010 - December 2010

Source: Program Development and Evaluation Center

- **Up-to-date and Accurate**: 95%
- **Delivered on Time**: 94%
- **Relevant**: 94%
- **Easy to Understand**: 95%