CUSTOMER SATISFACTION
In 2016, the following percentages of clientele reported that UF/IFAS Extension’s information was:

- 96% up-to-date & accurate
- 94% easy to understand
- 95% delivered on time
- 91% relevant

Source: Program Development and Evaluation Center

USE OF INFORMATION
In 2016, of participants surveyed,
77%
of those who used UF/IFAS Extension information said it solved their problem
Source: Program Development and Evaluation Center

VALUE OF VOLUNTEERS
In 2016, UF/IFAS Extension had 32,147 volunteers who gave 1,178,846 hours of service.

Source: UF/IFAS Workload Database

12016 National Value of Volunteer Time = $24.14/hr, independentsector.org

CLIENTELE OUTCOMES
In 2016, of UF/IFAS Extension clients surveyed,
88% reported an increase in knowledge or skill
71% reported a change in behavior or attitude

71% experienced at least one of these benefits

Source: UF/IFAS Workload Database

IMPACT
In 2016, of participants surveyed,
41% saved money or increased income
27% developed skills as a leader or volunteer
30% conserved more water or energy
23% improved their health or well-being

Source: UF/IFAS Workload Database

UF/IFAS EXTENSION FUNDING SOURCES
In 2016-2017, UF/IFAS Extension received $86,018,238 from federal, state and local governments.

$4,782,341
Federal*

$49,466,296
State*

$31,769,601
County

36.9%

Source: UF/IFAS Workload Database

*Federal funding includes Smith-Lever dollars only.
**Does not include grants and contracts.

For the full annual report, visit www.ifas.ufl.edu/annual-reports.shtml
EXTENSION CONNECTIONS

To meet the needs of its citizens, the Florida Cooperative Extension Service uses a wide range of methods to deliver educational information. In 2016, state and county faculty responded to more than 4 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.

VALUE OF VOLUNTEERS

A key component to achieving the UF/IFAS mission is the contribution of volunteers. In 2016, 32,100 volunteers donated the equivalent of $28.5 million in services or volunteer time. Using our successful volunteer program, UF/IFAS Extension is able to provide services to communities that ordinarily could not afford them.

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 2016, 14 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.
CLIENTELE OUTCOMES
To help measure the impact of our efforts, Extension routinely surveys our clientele. In 2016, participants in group learning events were surveyed about their learning experience. As indicated, most participants responded that they increased their knowledge due to the educational information. Many said they applied information they learned to improve their agricultural production practices, personal lives or business.

EXTENSION FUNDING
Florida Cooperative Extension receives the majority of its funding through state and local governments. In 2016-2017, 94% of the $86 million budget was received from state and local governments.

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.

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.