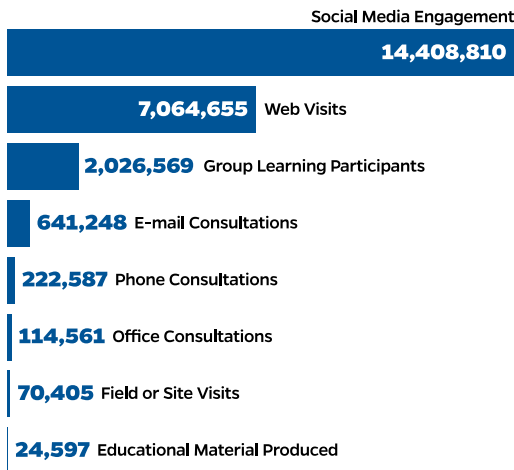


ANNUAL REPORT

EXTENSION CONNECTIONS

To meet the needs of its citizens, UF/IFAS Extension uses a wide range of methods to deliver educational information. In 2019, state and county faculty responded to more than 3 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.

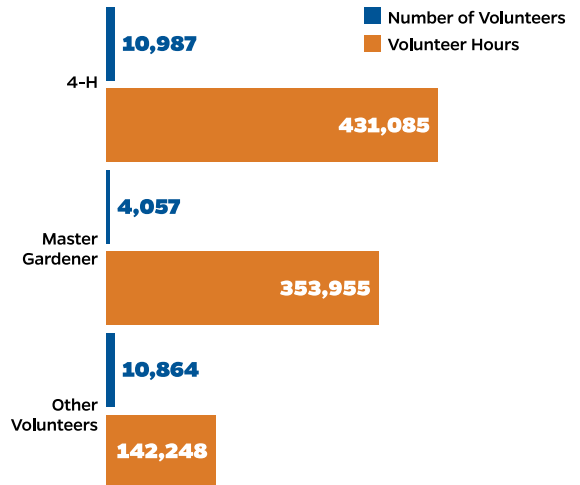


January 2019 - December 2019

Source: UF/IFAS Workload Database

VALUE OF VOLUNTEERS

A key component to achieving the UF/IFAS mission is the contribution of volunteers. In 2019, 25,908 volunteers donated the equivalent of \$25.2 million* in services or volunteer time¹. Using our successful volunteer program, UF/IFAS Extension is able to provide services to communities that ordinarily could not afford them.



January 2019 - December 2019

*independentsector.org, 2019 value

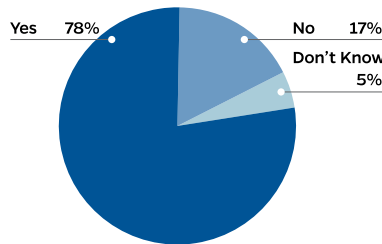
Source: UF/IFAS Workload Database

CUSTOMER SATISFACTION

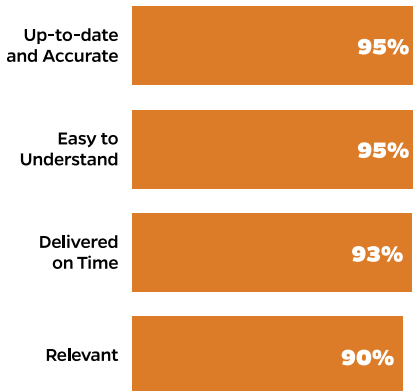
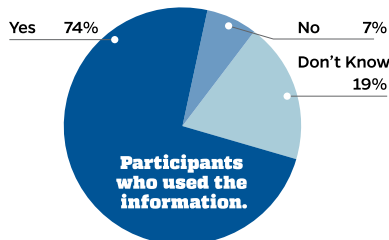
As part of our annual evaluation and accountability process, UF/IFAS Extension conducts a scientifically based "Customer Satisfaction Survey," allowing the people we serve to judge our performance. In 2019, 13 Florida counties asked their clientele if the information we provided was up-to-date and accurate, 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.

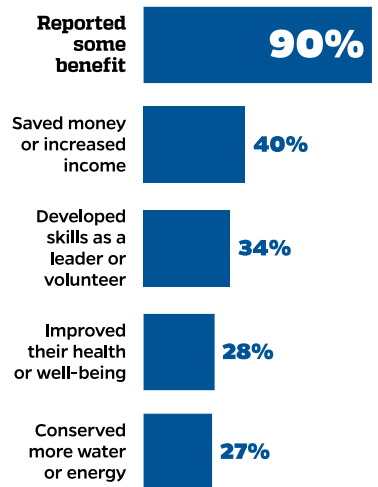
USED THE INFORMATION



SOLVED THE PROBLEM



January 2019 - December 2019



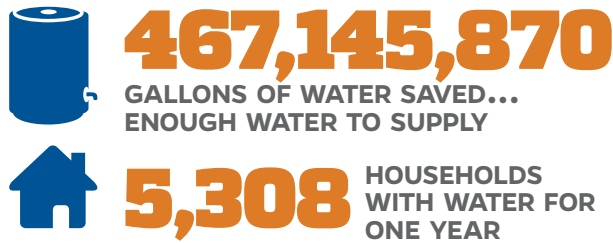
Source: Program Development & Evaluation Center

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

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CLIENTELE OUTCOMES

In 2017, UF/IFAS Extension created new statewide measures so we can better track our performance. One area with big impact is water conservation. UF/IFAS Extension's Florida-Friendly Landscaping™ (FFL) program and the Center for Landscape Conservation & Ecology (CLCE) partner with state agencies, local governments, and nonprofit organizations to safeguard our water for future generations.



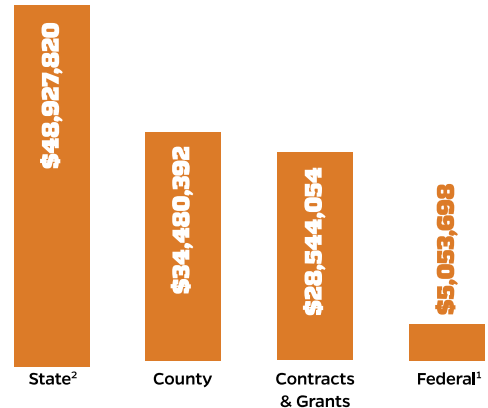
January - December 2019

Source: Program Development & Evaluation Center

<http://pdec.ifas.ufl.edu/impacts/landscapewaterconservation.pdf>

EXTENSION FUNDING

UF/IFAS Extension receives the majority of its funding through state and local governments. In 2019-2020, 71.3% of the \$117 million budget was received from state and county governments.



¹Federal funding includes Smith-Lever dollars only.

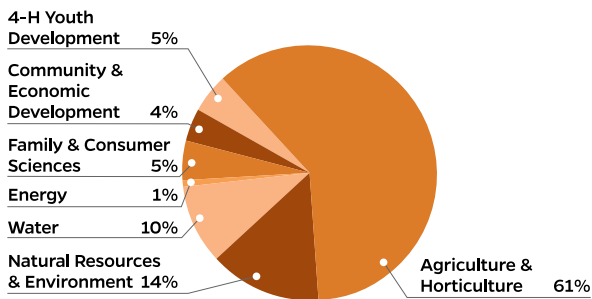
²Does not include grants and contracts

Fiscal Year: 2019-2020

Source: UF/IFAS Extension Administration Office and UF Office of Research

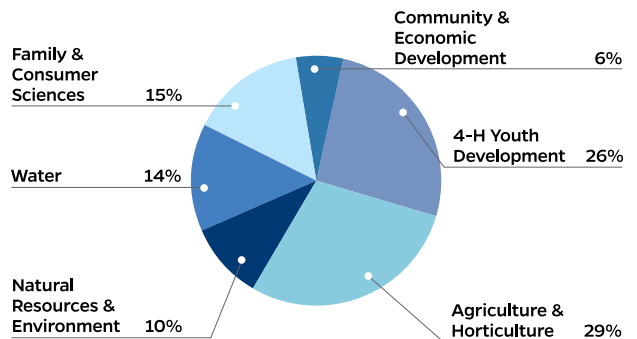
STATE FACULTY BY PROGRAM AREA

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.



Source: Program Development & Evaluation Center

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